

Content Indices

GRI Content Index

Below is a content index of the standard disclosures in the Sustainability Reporting Standards provided by the Global Reporting Initiative (GRI) and the information we provide on our website.

Statement of use	Toho Gas Co., Ltd. will refer to the GRI Standards and report the information listed in this GRI Content Index for the period from April 1, 2023 to March 31, 2024.
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Scope of the report: Toho Gas Co., Ltd. and its consolidated subsidiaries and equity-method affiliates (as of the end of March 2024)

GRI 1: Foundation 2021	
GRI 1 used	GRI 1: Foundation 2021

GRI 2: General Disclosures 2021		
Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
2-1	Organizational details	> Integrated Report - Company Overview, pp. 91-92
2-2	Entities included in the organization's sustainability reporting	> Integrated Report - Company Overview, pp. 91-92
2-3	Reporting period, frequency and contact point	> Integrated Report - Company Overview, pp. 91-92
2-4	Restatements of information	There were no restatements of information.
2-5	External assurance	> Website - Sustainability - Independent Practitioner's Assurance Report
2-6	Activities, value chain and other business relationships	> Integrated Report - Value Creation Process, p. 13 > Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data) > Website - Sustainability - Social (Supply Chain Collaboration)
2-7	Employees	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Sustainability Factbook 2024 (Social Data)
2-8	Workers who are not employees	> Sustainability Factbook 2024 (Social Data)
2-9	Governance structure and composition	> Integrated Report - Corporate Governance, pp. 71-73 > Sustainability Factbook 2024 (Governance Data) > Website - Investor Relations - Summary of Corporate Governance
2-10	Nomination and selection of the highest governance body	> Integrated Report - Corporate Governance, pp. 71-73 > Website - Investor Relations - Summary of Corporate Governance
2-11	Chair of the highest governance body	> Integrated Report - Corporate Governance, pp. 71-73 > Website - Investor Relations - Summary of Corporate Governance
2-12	Role of the highest governance body in overseeing the management of impacts	> Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Internal Controls, pp. 75-76 > Website - Investor Relations - Summary of Corporate Governance
2-13	Delegation of responsibility for managing impacts	> Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78 > Integrated Report - Directors and Audit & Supervisory Board Members, pp. 79-80 > Website - Investor Relations - Summary of Corporate Governance

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
2-14	Role of the highest governance body in sustainability reporting	> Integrated Report > Materiality, pp. 15-16 > Integrated Report - Toho Gas Group Sustainability Policy, p. 48 > Integrated Report - Corporate Governance, pp. 71-73
2-15	Conflicts of interest	> Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Compliance, pp. 77-78 > Website - Investor Relations - Summary of Corporate Governance
2-16	Communication of critical concerns	> Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Compliance, pp. 77-78
2-17	Collective knowledge of the highest governance body	> Integrated Report - Corporate Governance, pp. 71-73 > Website - Investor Relations - Summary of Corporate Governance
2-18	Evaluation of the performance of the highest governance body	> Integrated Report - Corporate Governance, pp. 71-73 > Website - Investor Relations - Summary of Corporate Governance
2-19	Remuneration policies	> Integrated Report - Corporate Governance, pp. 71-73 > Website - Investor Relations - Summary of Corporate Governance
2-20	Process to determine remuneration	> Integrated Report - Corporate Governance, pp. 71-73 > Website - Investor Relations - Summary of Corporate Governance
2-21	Annual total compensation ratio	—
2-22	Statement on sustainable development strategy	> Integrated Report - Message from the President, pp. 9-12
2-23	Policy commitments	> Integrated Report - Corporate Philosophy, pp. 1-2 > Integrated Report - Toho Gas Group Sustainability Policy, p. 48 > Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Respect for Human Rights, pp. 69-70 > Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Communication with Shareholders and Investors, p. 74 > Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78 > Website - Sustainability - Social (Supply Chain Collaboration)
2-24	Embedding policy commitments	> Integrated Report - Corporate Philosophy, pp. 1-2 > Integrated Report - Toho Gas Group Sustainability Policy, p. 48 > Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Integrated Report - Resource Recycling, pp. 55-56 > Integrated Report - Biodiversity Conservation, pp. 57-58 > Integrated Report - Contribution to the Local Community, pp. 59-60 > Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Integrated Report - Health Management Initiatives, pp. 67-68 > Integrated Report - Respect for Human Rights, pp. 69-70 > Website - Sustainability - Social (Supply Chain Collaboration)
2-25	Processes to remediate negative impacts	> Integrated Report - Compliance, pp. 77-78 > Integrated Report - Evolve as an energy operator (Improving customer satisfaction), p. 28
2-26	Mechanisms for seeking advice and raising concerns	> Integrated Report - Compliance, pp. 77-78

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
2-27	Compliance with laws and regulations	> Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78
2-28	Membership associations	> Website - Sustainability - Participation in Initiatives, and Major ESG Evaluations • United Nations Global Compact • Japan Business Federation • Japan Gas Association • Keidanren Nature Conservation Council • Central Japan Economic Federation • Nagoya Chamber of Commerce and Industry
2-29	Approach to stakeholder engagement	> Integrated Report - Contribution to the Local Community, pp. 59-60 > Integrated Report - Communication with Shareholders and Investors, p. 74
2-30	Collective bargaining agreements	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Integrated Report - Health Management Initiatives, pp. 67-68
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	> Integrated Report > Materiality, pp. 15-16
3-2	List of material topics	> Integrated Report > Materiality, pp. 15-16
3-3	Management of material topics	> Integrated Report > Materiality, pp. 15-16
Sector standards		
GRI 11: Oil and Gas Sector (2021)		
11-1	GHG emissions	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
11-2	Climate adaptation, resilience, and transition	> Integrated Report - Disclosure Based on TCFD Recommendations, pp. 39-40
11-3	Air emissions	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
11-4	Biodiversity	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Biodiversity Conservation, pp. 57-58
11-5	Waste	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
11-6	Water and effluents	> Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
11-7	Closure and rehabilitation	—
11-8	Asset integrity and critical incident management	> Integrated Report - Internal Controls, pp. 75-76
11-9	Occupational health and safety	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
11-10	Employment practices	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Respect for Human Rights, pp. 69-70
11-11	Non-discrimination and equal opportunity	> Integrated Report - Promotion of Personnel Policies, pp. 61-65
11-12	Forced labor and modern slavery	> Integrated Report - Respect for Human Rights, pp. 69-70

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
11-13	Freedom of association and collective bargaining	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67
11-14	Economic impacts	> Integrated Report - Medium-Term Management Plan 2022-2025, pp. 17-18 > Integrated Report - Promote carbon neutrality, pp. 19-26
11-15	Local communities	> Integrated Report - Contribution to the Local Community, pp. 59-60
11-16	Land and resource rights	—
11-17	Rights of indigenous peoples	—
11-18	Conflict and security	—
11-19	Anti-competitive behavior	> Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78
11-20	Anti-corruption	> Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78
11-21	Payments to governments	—
11-22	Public policy	—
GRI200: Economic		
201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	> Integrated Report - Financial and Non-Financial Highlights, pp. 5-6 > Integrated Report - Value Creation Process, p. 13 > Integrated Report - Communication with Shareholders and Investors, p. 74 > Integrated Report - Data Section, pp. 85-90 > Annual Securities Report (Trends in Key Management Indicators, etc.), pp. 2-3 > Annual Securities Report (Employees), p. 9 > Annual Securities Report (Dividends Policies), p. 31
201-2	Financial implications and other risks and opportunities due to climate change	> Integrated Report - Disclosure Based on TCFD Recommendations, pp. 39-40 > Integrated Report - Environmental Management, pp. 49-52 > Annual Securities Report (Business Risks and Others), pp. 16-18
201-3	Defined benefit plan obligations and other retirement plans	> Annual Securities Report (Accounting for Retirement Benefits), p. 60
201-4	Financial assistance received from government	—
202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	—
202-2	Proportion of senior management hired from the local community	—
203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	> Integrated Report - Promote carbon neutrality, pp. 19-26 > Integrated Report - Evolve as an energy operator, pp. 27-32 > Integrated Report - Create diverse value, pp. 33-35 > Integrated Report - Technology and Product Development, pp. 46-47 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Integrated Report - Resource Recycling, pp. 55-56 > Integrated Report - Biodiversity Conservation, pp. 57-58 > Integrated Report - Contribution to the Local Community, pp. 59-60
203-2	Significant indirect economic impacts	—
204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	—

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	> Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78
205-2	Communication and training about anti-corruption policies and procedures	> Integrated Report - Corporate Governance, pp. 71-73 > Integrated Report - Internal Controls, pp. 75-76 > Integrated Report - Compliance, pp. 77-78
205-3	Confirmed incidents of corruption and actions taken	> Integrated Report - Compliance, pp. 77-78
206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	> Integrated Report - Compliance, pp. 77-78
207: Tax 2019		
207-1	Approach to tax	—
207-2	Tax governance, control and risk management	—
207-3	Stakeholder engagement and management of concerns related to tax	—
207-4	Country-by-country reporting	—
The environment		
301: Materials 2016		
301-1	Materials used by weight or volume	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
301-2	Recycled input materials used	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
301-3	Reclaimed products and their packaging materials	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
302: Energy 2016		
302-1	Energy consumption within the organization	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
302-2	Energy consumption outside of the organization	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
302-3	Energy intensity	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
302-4	Reduction of energy consumption	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
302-5	Reductions in energy requirements of products and services	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
303: Water and Wastewater 2018		
303-1	Interaction with water as a shared resource	> Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
303-2	Management of impacts related to drainage	> Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
303-3	Water intake	> Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
303-4	Drainage	> Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
303-5	Water consumption	> Integrated Report - Resource Recycling, pp. 55-56 > Sustainability Factbook 2024 (Environmental Data)
304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Biodiversity Conservation, pp. 57-58
304-2	Significant impacts of activities, products, and services on biodiversity	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Biodiversity Conservation, pp. 57-58
304-3	Habitats protected or restored	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Biodiversity Conservation, pp. 57-58
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	> Integrated Report - Biodiversity Conservation, pp. 57-58
305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
305-2	Energy indirect (Scope 2) GHG emissions	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
305-3	Other indirect (Scope 3) GHG emissions	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
305-4	GHG emissions intensity	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
305-5	Reduction of GHG emissions	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Global Warming Countermeasures, pp. 53-54 > Sustainability Factbook 2024 (Environmental Data)
305-6	Emissions of ozone-depleting substances (ODS)	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
306: Waste 2020		
306-1	Production of waste and significant impacts related to waste	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Website - Sustainability - Environment (Management of Environmental Preservation) > Sustainability Factbook 2024 (Environmental Data)

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
306-2	Management of the significant impacts associated with waste	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Website - Sustainability - Environment (Management of Environmental Preservation) > Sustainability Factbook 2024 (Environmental Data)
306-3	Waste produced	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Website - Sustainability - Environment (Management of Environmental Preservation) > Sustainability Factbook 2024 (Environmental Data)
306-4	Waste diverted from disposal	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Website - Sustainability - Environment (Management of Environmental Preservation) > Sustainability Factbook 2024 (Environmental Data)
306-5	Waste directed to disposal	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Resource Recycling, pp. 55-56 > Website - Sustainability - Environment (Management of Environmental Preservation) > Sustainability Factbook 2024 (Environmental Data)
308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	> Website - Sustainability - Social (Supply Chain Collaboration) > Website - Materials Procurement (Green Procurement)
308-2	Negative environmental impacts in the supply chain and actions taken	> Integrated Report - Environmental Management, pp. 49-52 > Sustainability Factbook 2024 (Environmental Data)
Social		
401: Employment 2016		
401-1	New employee hires and employee turnover	> Integrated Report - Human Resources Strategy, p. 45 > Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Sustainability Factbook 2024 (Social Data)
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Sustainability Factbook 2024 (Social Data)
401-3	Parental leave	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Sustainability Factbook 2024 (Social Data)
402: Labor / Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	—
403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	> Integrated Report - Human Resources Strategy, p. 45 > Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-2	Hazard identification, risk assessment, accident investigation	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-3	Occupational health services	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-4	Worker participation, consultation and communication in occupational health and safety	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
403-5	Worker training on occupational safety and health	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-6	Promoting worker health	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-7	Prevention and mitigation of occupational health and safety impacts directly linked to business relationships	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-8	Workers subject to occupational safety and health management system	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-9	Labor-related injuries	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
403-10	Labor-related illness and poor health	> Integrated Report - Occupational Health and Safety Initiatives, pp. 65-67 > Sustainability Factbook 2024 (Social Data)
404: Training and Education 2016		
404-1	Average hours of training per year per employee	> Sustainability Factbook 2024 (Social Data)
404-2	Programs for upgrading employee skills and transition assistance programs	> Integrated Report - Promotion of Personnel Policies, pp. 61-65
404-3	Percentage of employees receiving regular performance and career development reviews	> Integrated Report - Promotion of Personnel Policies, pp. 61-65
405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	> Integrated Report - Human Resources Strategy, p. 45 > Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Sustainability Factbook 2024 (Social Data)
405-2	Ratio of basic salary and remuneration of women to men	> Annual Securities Report (Employees), pp. 9-10
406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Respect for Human Rights, pp. 69-70 > Integrated Report - Compliance, pp. 77-78
407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Respect for Human Rights, pp. 69-70 > Integrated Report - Compliance, pp. 77-78
408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Respect for Human Rights, pp. 69-70 > Integrated Report - Compliance, pp. 77-78
409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Respect for Human Rights, pp. 69-70 > Integrated Report - Compliance, pp. 77-78
410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	> Integrated Report - Promotion of Personnel Policies, pp. 61-65 > Integrated Report - Respect for Human Rights, pp. 69-70 > Integrated Report - Compliance, pp. 77-78
411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	There were no infringement cases

Number	Title of disclosure	Pages in Integrated Report 2024 and other documents
413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	> Integrated Report > Materiality, pp. 15-16 > Integrated Report - Promote carbon neutrality, pp. 19-26 > Integrated Report - Evolve as an energy operator, pp. 27-32 > Integrated Report - Create diverse value, pp. 33-35 > Integrated Report - Disclosure Based on TCFD Recommendations, pp. 39-40 > Integrated Report - Technology and Product Development, pp. 46-47 > Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Biodiversity Conservation, pp. 57-58 > Integrated Report - Contribution to the Local Community, pp. 59-60
413-2	Operations with significant actual and potential negative impacts on local communities	> Integrated Report - Environmental Management, pp. 49-52
414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	—
414-2	Negative social impacts in the supply chain and actions taken	> Integrated Report - Environmental Management, pp. 49-52 > Integrated Report - Respect for Human Rights, pp. 69-70 > Sustainability Factbook 2024 (Environmental Data) > Website - Sustainability - Social (Supply Chain Collaboration)
415: Public Policy 2016		
415-1	Political contributions	We do not make political contribution
416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	> Integrated Report - Promote carbon neutrality, pp. 19-26 > Integrated Report - Evolve as an energy operator, pp. 27-32 > Integrated Report - Create diverse value, pp. 33-35 > Integrated Report - Disclosure Based on TCFD Recommendations, pp. 39-40 > Integrated Report - Technology and Product Development, pp. 46-47 > Website - Residential Customers - Customer Support > Website - Commercial and Industrial Customers - Customer Support
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	No incidents
417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	> Integrated Report - Promote carbon neutrality, pp. 19-26 > Integrated Report - Evolve as an energy operator, pp. 27-32 > Integrated Report - Create diverse value, pp. 33-35 > Integrated Report - Disclosure Based on TCFD Recommendations, pp. 39-40 > Integrated Report - Technology and Product Development, pp. 46-47 > Website - Residential Customers - Customer Support > Website - Commercial and Industrial Customers - Customer Support
417-2	Incidents of non-compliance concerning product and service information and labeling	No incidents
417-3	Incidents of non-compliance concerning marketing communications	No incidents
418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	> Integrated Report - Compliance, pp. 77-78