

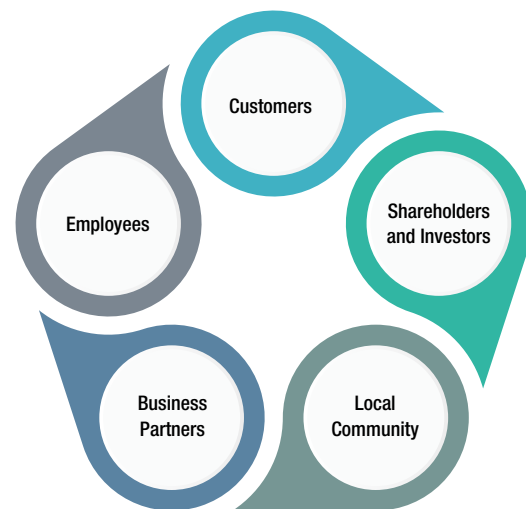
Value Provided to Stakeholders

Basic Concept

We conduct business activities that place importance on relationships with our stakeholders.

As stated in our corporate mission, the Toho Gas Group cherishes the bonds of trust it has forged with society, and remains dedicated to the creation of a rich and fulfilling life and the development of attractive and vital communities. We aim to further enhance corporate value by incorporating stakeholder opinions and requests into our corporate activities through ongoing dialogues.

Toho Gas Group Stakeholders



● Efforts to Increase Customer Satisfaction

● Improving Customer Satisfaction

The Customer Satisfaction Promotion Steering Committee, departmental customer satisfaction organizations, affiliates, sales outlets, and gas construction companies work together to improve the quality and services of operations in accordance with the basic policy for customer satisfaction activities determined by the Customer Satisfaction Promotion Meeting, which is comprised of officers and department heads. Customer feedback is shared with relevant divisions as valuable management resources, leading to prompt measures and business improvements. In addition, the results of customer satisfaction surveys are reported to relevant divisions to further improve customer service.

● Improving Our Customer Support Center

Our customer support center not only receives calls but also provides support via our website and automated voice guidance for increased customer convenience.



Stakeholders	Value creation	Communication method (initiative details)	Related information
Customers	Through safe and secure energy supplies, we aim to realize comfortable and prosperous lifestyles for our customers through a variety of services that support their daily lives.	● Daily sales activities ● Improving our customer support center (customer feedback) ● Members websites (Club TOHOGAS and TOHOBIZNEX)	P.25–P.30
Shareholders and Investors	We aim to enhance corporate value over the medium to long term by providing stable dividends and shareholder benefits through sustainable growth and profit expansion. We will build relationships of trust with shareholders and investors through highly transparent information disclosure and proactive IR activities.	● Annual Shareholders Meeting ● Financial results briefings ● Facility tours for individual investors ● Interviews with institutional investors	P.64
Local Community	In addition to contributing to stable energy supplies and decarbonization, we aim to realize a sustainable society through businesses that support regional revitalization and facilitate comfortable, secure lifestyles.	● SDGs-related outreach classes ● Lectures on biodiversity and biotopes (Nagoya Open University of the Environment) ● Environmental education at the Gas Energy Exhibition Hall ● Activities to protect children and seniors	P.61–P.62 P.65
Business Partners	We will build growth-oriented partnerships that aim for mutual growth and development through fair transactions, and create sustainable value alongside business partners through the sharing of technologies and know-how as well as the creation of new business opportunities.	● Business partner CSR questionnaire surveys ● CSR Procurement Guidelines ● Establishment of a consultation desk	P.66 P.74
Employees	We will contribute to a sense of fulfillment in employees' careers and lives through the provision of rewarding work environments, growth opportunities, and comprehensive employee benefits.	● Engagement survey ● Establishment of a consultation desk ● Promotion of safety and health ● Meetings for the exchange of opinions with management (business site visits)	P.45–P.54 P.66 P.74

Communication with Shareholders and Investors

Basic Concept

We strive to disclose corporate and financial information promptly and appropriately, and to actively engage in communication with shareholders and investors, in order to deepen their understanding of the business and management policy of Toho Gas Group, and to win their long-term support.

Shareholder Returns

Shareholder Return Policy

During the Medium-Term Management Plan period (FY2025–FY2027), we aim to achieve profit growth and progressive increases in dividend distributions. We will also continue to repurchase shares with the aim of optimizing our capital structure, targeting ¥400.0 billion by the end of FY2027.

In April 2024, we disclosed the “Action to Implement Management that is Conscious of Cost of Capital and Stock Price,” and set the goal of providing additional shareholder returns to optimize equity capital over the near term. In the new Medium-Term Management Plan announced in March 2025, we outlined a time frame for optimizing shareholders’ equity, as summarized above, while aiming for progressive dividend increases.

Shareholder Benefit Program

We introduced a shareholder benefit program to show our appreciation for the ongoing support and understanding of our shareholders, and to encourage more people to hold our shares for the long term. Our shareholder benefits are based on a point system according to the number of shares held and the length of time they have been held. Points can be exchanged for catalog products, donated to social contribution programs, or used to pay gas and electricity bills from Toho Gas.

 Shareholder benefit program (Japanese only)
For details, please visit our website.
<https://www.tohogas.co.jp/corporate/ir/personal-investor/personal-investor-06/>

Dialogue with Shareholders and Investors

Annual Shareholders Meeting

The Annual Shareholders Meeting is an important opportunity to communicate with our shareholders, and at the 154th Annual Shareholders Meeting, we answered questions from shareholders in attendance as well as those submitted in advance. We make efforts to disclose information from meetings on our website, including informational videos and an overview of answers to questions submitted in advance.

154th Annual Shareholders Meeting

(June 25, 2025)

Shareholders in attendance **137** Percentage of voting rights exercised **85.4%**



Annual Shareholders Meeting

Communication with Individual Investors

We hope to receive long-term support from as many individual shareholders as possible. In FY2024, we communicated directly with individual shareholders through facility tours and IR briefings, and also held online briefings and made videos of those briefings available for later viewing. In the future, we will continue to provide opportunities to communicate with our shareholders to ensure a better understanding of the Company.

Communication with Institutional Investors

Toho Gas holds quarterly financial results briefings for institutional investors and securities analysts, while also proactively engaging in individual meetings. In addition, to ensure a better understanding of the Company, we provide regular investor relations activities for financial institutions that are our bond investors. We share feedback and requests from investor relations activities within the Company such as through the Management Committee to help enhance corporate value.

FY2024 Results

Financial results briefings **4** (quarterly)

Individual meetings Approx. **100** in total

 Shareholder and investor information (IR)
For details, please visit our website.
<https://www.tohogas.co.jp/lang-n/en/corporate/>

Contribution to the Local Community

Basic Concept

The Toho Gas Group is advancing efforts to contribute to a sustainable society, addressing diverse regional needs and challenges such as carbon neutrality and enhanced resilience. We are deepening our collaboration with municipalities and other public entities, primarily in the three-prefecture Tokai region (Aichi, Gifu, and Mie), further strengthening our engagement with customers and striving to co-create new value. By addressing the emerging challenges in the region, we aim to contribute to achieving prosperity within the region.

● Collaborating with Local Governments in Promoting Solutions for Social Issues

We are deepening cooperation with local governments in various aspects, such as supporting carbon neutrality efforts and creating initiatives for new regional electric power companies, thereby contributing to creating more attractive communities (commenced collaborative agreements with local governments on 19 projects).

Examples of Efforts to Coexist with Local Communities

Activity	Social issue	Activity overview
Carbon credit creation	Promoting the use of carbon credits to achieve carbon neutrality	Using ENE FARM and solar power generation system residential fuel cells installed in homes with subsidies from local governments, we compile the amount of CO ₂ reduced in the home, convert it to J-Credits, and use them in the local government area to promote local production and local distribution of environmental value and contribute to realizing carbon neutrality in the region.
Regional new power generation	Promoting local production (or sourcing) and consumption of energy, local economic circulation, and decarbonization	We have established new regional power companies with local governments and other organizations in an effort to supply electricity generated from local power sources such as waste-to-energy to public facilities, thereby promoting carbon neutrality in the region and contributing to local production and local distribution of energy. Moving forward, we will also contribute to regional revitalization such as by donating business profits to local governments.
Next-generation education	Creating educational opportunities for children to promote environmentally conscious behavioral changes	In collaboration with local governments with which we have entered into cooperation agreements or registered as SDGs partners, we are working to raise awareness of the SDGs through environmental and energy education, as well as events for children who will lead the next generation.
School club activity reform support	Providing support for retaining instructors and streamlining operations in preparation for the transition of school club activities to local communities	As part of the "Toho Gas Tsunagutech" solution service for local governments, we aim to reduce the administrative burden on local governments through the introduction of more efficient systems, while utilizing corporate personnel as external instructors for school club activities.
Child development support	Creating opportunities to utilize child development support facilities and providing high-quality education for children with developmental challenges	We established Flower Kids Nobiruko child development support facility to nurture children's emotions and social skills through creative activities and life experiences tailored to their individual traits and personalities.

Establishment of Corporate Venture Capital (CVC) Fund

We established the CVC "Shin Infrastructure Fund" with the aim of creating businesses through collaborations with start-ups that have innovative technologies and ideas.

Through fund management in four key areas—agriculture and food, wellness and well-being, real estate, and tourism—we will contribute to the creation of new businesses and the development of local communities.



Initiatives related to local community contribution
For details, please visit our website.
https://www.tohogas.co.jp/lang/en/approach/eco/pdf/2025toho_web_en_coexistence.pdf

Initiatives Focused on Respect for Human Rights

Basic Concept

We believe that protecting the dignity and respecting the rights of all stakeholders in our business activities is essential both to the development of a sustainable society and to our own parallel development as a sustainable business. Acting on this belief, we have established a Toho Gas Group Human Rights Policy in accordance with internationally accepted criteria, such as the United Nations Guiding Principles on Business and Human Rights. In this way, we show our commitment to contributing to the development of a sustainable society by conducting our business activities while respecting the human rights of our employees, customers, business partners, local communities, and all other stakeholders.

Toho Gas has signed and endorsed the Ten Principles of the United Nations Global Compact in the four areas of human rights, labor, environment, and anti-corruption, and is a member of the UN Global Compact.



Human Rights Policy

We established the Toho Gas Group Human Rights Policy and are committed to preventing and mitigating adverse impacts on human rights by enhancing employee awareness of human rights while promoting efforts to prevent discrimination and harassment.

Toho Gas Group Human Rights Policy
For details, please visit our website.
<https://www.tohogas.co.jp/lang/en/approach/eco/social/hrp/>

Promotion Framework

The Sustainability Committee, comprising Toho Gas and its major affiliates, discusses, reviews, and monitors the progress of human rights policy formulation and revision, human rights due diligence action plans, and their implementation. This status is then reported to the Management Committee, and important matters are brought to the Board of Directors.

Human Rights Due Diligence

Based on the Toho Gas Group Human Rights Policy, we established a human rights due diligence system to identify, prevent, and mitigate adverse human rights impacts (human rights risks) that must be taken into consideration when conducting business, and we are promoting initiatives aimed at fostering respect for human rights.

We identify human rights risks through interviews with internal stakeholders and external experts, and assess their importance based on two criteria—severity and likelihood of occurrence. As a result, we identified occupational health and safety, human rights violations in the supply chain, privacy violations, and discrimination as significant human rights risks.

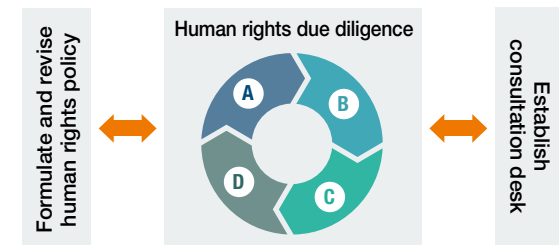
In FY2024, we selected privacy violations and discrimination from among the identified significant human rights risks, and worked to prevent and mitigate these risks by conducting internal environment inspections, promoting human rights awareness (e-learning), and providing compliance training, among other initiatives, while also pursuing such efforts throughout the supply chain.

Human Rights Initiatives in the Supply Chain

We established the Toho Gas Group CSR Procurement Guidelines based on the Toho Gas Group CSR Procurement Policy to promote efforts to respect human rights together with our business partners. In FY2024, we conducted questionnaire surveys of our major business partners to check the status of initiatives focused on respect for human rights, such as prohibition of forced labor, child labor, and discrimination. No business partners were identified as posing significant human rights risks based on the survey results.

Toho Gas Group CSR Procurement Guidelines
For details, please visit our website.
<https://www.tohogas.co.jp/lang/en/approach/eco/social/sce/>

Overview of Initiatives



Details of Human Rights Due Diligence

- A Assessment of human rights risk**
 - Identify and assess negative human rights impacts of business activities
 - Identify significant human rights risks
- B Prevention and remediation**
 - Inspect human rights risks and implement measures
 - Provide training on business and human rights, LGBTQ, and compliance
- C Monitoring**
 - Conduct employee questionnaire surveys
 - Conduct business partner questionnaire surveys
- D Public information disclosure**
 - Disclose information in Integrated Reports and on our websites

Consultation Service

We established the Compliance Consultation Service both internally and outside the Company at a lawyer's office to allow direct consultation of issues including human rights in person, by email, or by phone. This service is available not only to Group employees, including dispatched staff, but also to retired employees and business partners as well.