

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