



TOKAI GROUP

CORPORATE PROFILE



We will realize continuous growth by carefully meeting the needs of our customers, improving our services, and contributing to local communities and society.

Since our founding in 1950, we have offered a wide variety of services that have been central to people's lives and social infrastructure, including LP gas, city gas, internet access, mobile sims, CATV, Aqua (bottled water delivery), construction, facility & equipment installation, real estate, comprehensive renovations, security, insurance, bridal, nursing care, and more.

The backdrop to offering this wide variety of services is our corporate culture to meet our customers' every need and to do everything we can to increase the joy and satisfaction of our customers. Today, approximately 3.3 million customers use our services. What drives us as a group is our desire for all our services to be backed by each and every customer and to carefully meet their needs. Continuing to value this mindset, we will stay close to our customers and stakeholders in the community, and endeavor to provide ever more safe, reliable, and improved services.

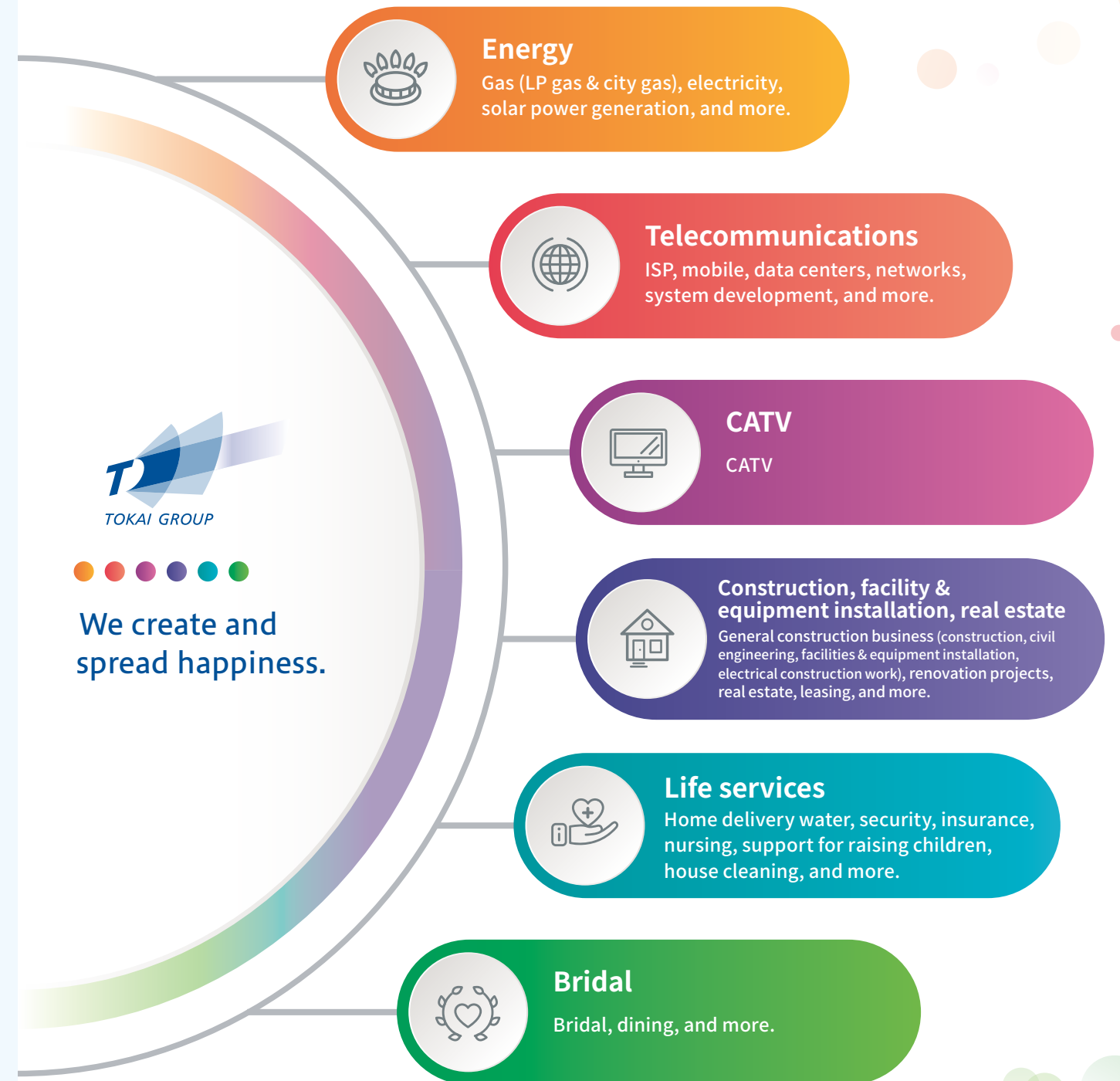
In recent times, against backdrop of factors such as the ongoing Ukraine conflict, the environment surrounding our business is experiencing major changes. Amidst this environment and based on the New Medium-Term Management Plan 2025 announced in May 2023, the TOKAI Group will promote various efforts in line with a growth tree consisting of the three elements of the full energization of human capital and organizations (the root), strengthening of foundations for sustainable growth focused on low carbon and decarbonization (the trunk), and growth of business earning power (the fruit) in the three year period until fiscal 2025, and contribute to a sustainable society in addition to achieving sustainable growth.

Our business endeavors are only possible with the support of our many stakeholders such as our customers, shareholders, investors, and local communities. We will continue to give our absolute all to repay your trust and meet the expectations of you all. We, the TOKAI Group, hereby ask for your continued understanding and support.

President & CEO **Katsuo Oguri**



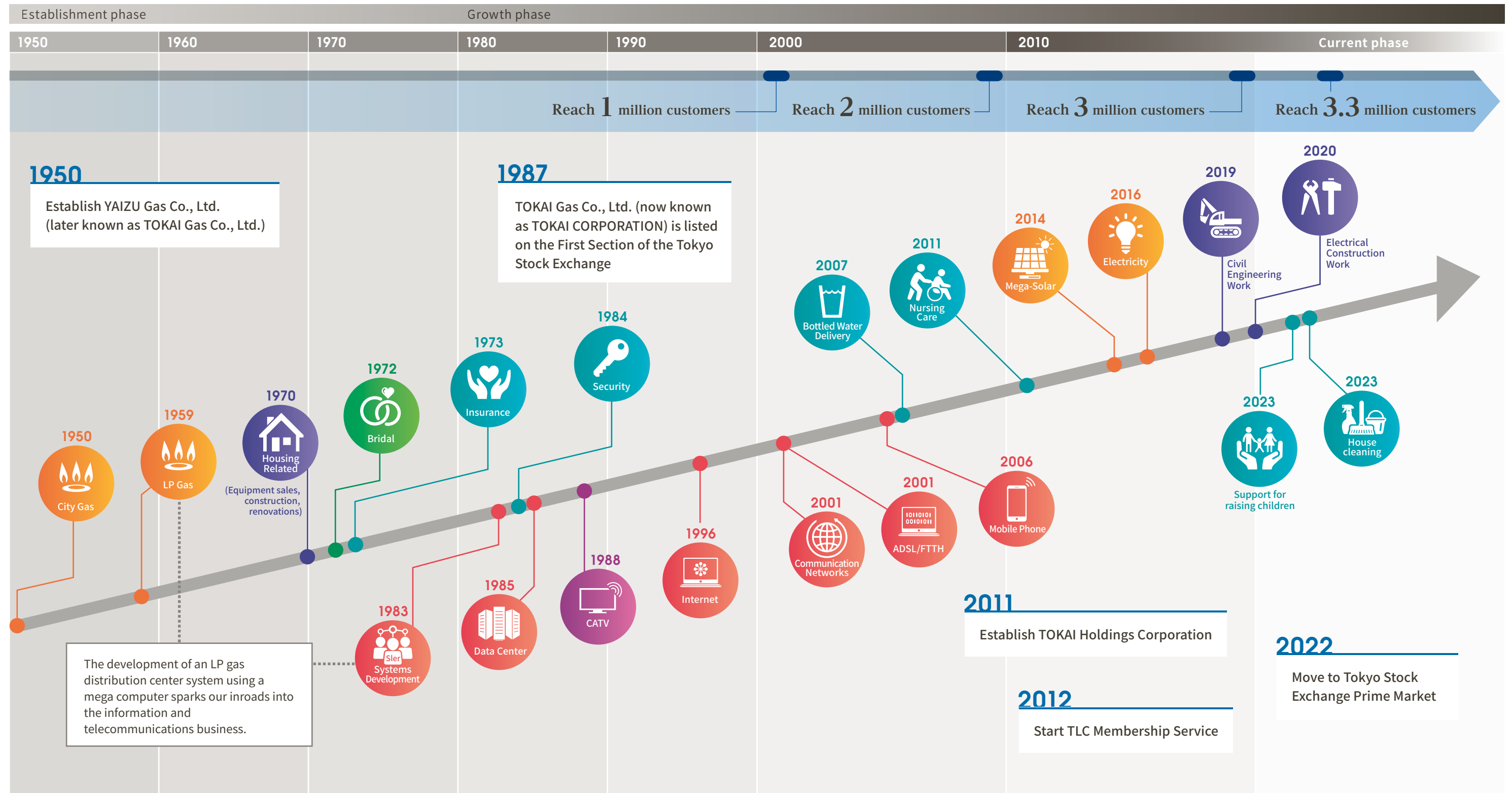
We started our journey in the energy business back in 1950. Since then, we have always aligned ourselves closely to the lives of our customers, providing products and services that support comfortable living. We will contribute to the prosperous lifestyles of our customers by comprehensively providing all kinds of services related to their lives.



With our origins as a company rooted in the gas business, we grasp the needs of our customers and roll out service after service that is closely tied to their daily lives.

We constantly increase our lineup of services that are essential to people's lives and roll out a diversified portfolio of businesses. We have responded to social issues by transforming daily living needs into products and services. Going forward, we will continue to respond with detailed care to customer needs, and propose services that lead to the realization of various lifestyles.

Evolution of Business Domains



The TOKAI Group helps to achieve a sustainable society.

TOKAI Group Sustainability Declaration

Passing down safety and security, convenience and comfort, and joy and meaningfulness of life as the foundation of life to future generations

As a corporate entity that provides comprehensive support for lifestyles, we contribute to building a society in which all people can feel safety and security, convenience and comfort, and joy and meaningfulness of life and in which the younger generation can develop themselves by pursuing their dreams, while being actively involved in solving social issues, including global environmental challenges, in our efforts to improve our corporate value.

● PICK UP! TOKAI GROUP'S Sustainability



Reduction of CO₂ emissions

In order to contribute to the achievement of carbon neutrality by 2050 as promoted by the Japanese government, in addition to actively introducing the use of renewable energy and electric vehicles in our company's business, we are making efforts to reduce the amount of CO₂ emitted from our customers' homes through the sales of solar power generation systems using the PPA model and energy conservation gas equipment.



Overhead view of the GQ Concept House
(Baranooka, Shimada City, Shizuoka Prefecture)

Provision of a dwelling environment in which people can live for a long time

With the GQ system offered by the TOKAI Group, we propose a sustainable living environment that's one step ahead, making use of rainwater and sunlight. We are working to popularize homes that are self-sufficient for water and electricity, contribute to creating an ideal future for people and the planet, and will continue developing the facilities and equipment systems society needs.

Creating pleasant workplaces

We were certified for the seventh consecutive time since 2017 in the 2023 Certified Health & Productivity Management Outstanding Organizations Recognition Program (Large Corporation Division) White 500, which is jointly operated by the Ministry of Economy, Trade and Industry and the Nippon Kenko Kaigi. Going forward, we will make active efforts to support health promotion and make flexible workstyles possible.



Along with the progress of the globalization of economic activities, the influence that corporate activities exert on the global environment and our lives has expanded. Companies are required to earnestly engage with matters such as environmental / climate change issues and respect for human rights. In accordance with the TOKAI Group's Sustainability Declaration that was formulated in 2021, we will endeavor to resolve social issues through our business activities.

Materiality Priority Issues

Based on the Sustainability Basic Policy, we have identified six materiality (priority issues). Through efforts to address these issues, we will strive to increase corporate value while contributing to the realization of a society in which the next generation can grow with dreams.

Materiality	Challenges to address
1 Decarbonization and clean energy	<ul style="list-style-type: none"> ① Reduction of CO₂ emissions ② Spread of clean energy ③ Promotion of resource recycling
2 Building a smart society	<ul style="list-style-type: none"> ④ Development of digital workplace ⑤ Sophistication of digital marketing ⑥ Creation of open innovations
3 Creating the foundation of life	<ul style="list-style-type: none"> ⑦ Stable procurement and supply of gases and aqua ⑧ Satisfaction of overseas energy demands ⑨ Optimization of information communication networks ⑩ Provision of a dwelling environment in which people can live for a long time ⑪ Protection of privacy and data security
4 Harmonious coexistence with local communities and social contribution	<ul style="list-style-type: none"> ⑫ Dialogues with local communities and contribution to development ⑬ Social contribution activities
5 Highly motivating workplace environment with a high level of job satisfaction	<ul style="list-style-type: none"> ⑭ Creating pleasant workplaces ⑮ Diversity & inclusion and equal opportunity ⑯ Human resource development
6 Governance	<ul style="list-style-type: none"> ⑰ Enhancement of corporate, group governance ⑱ Compliance, risk management, and corruption prevention, etc. ⑲ Implementation of ethical procurement based on environmental conservation, etc.

We roll out our energy infrastructure business, which pursues safety and the stable supply of energy, domestically and internationally.

■ LP Gas

Our LP gas business constantly pursues safety and a stable gas supply, serving 750,000 customers in Tokyo and 18 other prefectures in regions ranging from Tohoku to Kyushu. Utilizing our know-how cultivated in Japan, we also conduct our LP gas business in Myanmar and Vietnam.

■ City Gas

Our city gas business started in 1950 in Yaizu City, Shizuoka Prefecture. Today, we supply a total of 70,000 customers across areas such as Yaizu City, Fujieda City, and Shimada City in Shizuoka Prefecture, Shimonita Town in Gunma Prefecture, and Nikaho City in Akita Prefecture. In 2019, we established T&T Energy Co., Ltd. as part of a joint investment with TEPCO Energy Partner, to enter the city gas retail sales market in the Chukyo area.

■ Industrial-Use Gas

With our stable supply, technical capabilities, and safety system, we have gained the trust of many corporate customers who purchase our liquefied petroleum (LP) gas, liquefied natural gas (LNG), and other general high-pressure gases.



■ Electricity

April 2016 marked the start of the liberalization of Japan's retail electricity market. In response, we added electric power to our TLC services lineup in partnership with TEPCO Energy Partner and others. Also, T&T Energy Co., Ltd.* launched the retail electricity business in 2021 in the Nagoya Greater Metropolitan area, and has been expanding sales under a tie-in with city gas. By combining electricity with various life infrastructure services, we are widening the range of choices for customers and delivering highly convenient services.

*A joint venture established in 2019 by TOKAI CORPORATION and TEPCO Energy Partner, Incorporated



Carbon Neutrality Efforts Starting With Renewable Energy

We entered the mega-solar market in 2014. Today, we have six solar power plants, generating a total of 10.3 MW. We have also sold and installed a wide range of residential solar power generation systems. Furthermore, in 2021, we started selling carbon-neutral gas to local governments and public facilities using the J-Credit Scheme. Since 2022, we have been expanding sales to corporate customers and working to popularize the widespread use of carbon-neutral gas. Going forward, we will continue to actively engage in carbon neutrality initiatives and contribute to solving social issues as a general energy company that supports the comfortable lives of its customers.



More convenient. More comfortable.
 Providing our customers with ICT as lifestyle infrastructure.

■ **ISP**

As an internet service provider (ISP), we provide services under two brands: @T COM, which offers nationwide coverage, and TOKAI Network Club (TNC), which covers Shizuoka Prefecture. In 2015, we started our fiber optic broadband service as a wholesale distributor of NTT's fiber optic lines. We now offer a safe and comfortable communications service together with a full range of optional services.

■ **Mobile Phone**

The mobile phone business conducts business as a SoftBank sales agent, the low-priced mobile service provider using NTT Docomo's network LIBMO, and smartphone repair service. In Shizuoka prefecture, collaboration shops that deal these services have expanded to shopping malls, thus expanding sales points. In 2022, LIBMO became compatible with Docomo economy MVNO, and since then has been available at Docomo shops countrywide. Using face-to-face and web-based channels, we are offering services and support that meet the needs of our customers.

We are expanding and improving our services as a company offering comprehensive communications services that provides broadband and mobile internet access.



Offering total solutions
 that support a wide variety of businesses.

■ **Data Center**

From our own data centers, we provide outsourcing services such as e-mail systems, data backup services, and cloud platforms.

■ **Networks**

Based on our own optical fiber network that stretches a total of about 12,000 km, from Kita-Kanto to West Japan, we provide high-quality internet access, a multi-point Ethernet telecommunication service, and a connection service with major public cloud platforms.

■ **Systems Development**

With about 700 engineers on hand, we offer total solutions from consulting to system construction, operation, and maintenance for various industries and fields such as the food service industry, medical care, and public works projects.

Overseas Expansion of Information and Communications Business

In 2013, we established a joint venture, Cloud Master Co., Ltd., in Taipei with the SYSCOM Group of Taiwan to provide services for the Asian market. We also support all processes from design to monitoring and operation of Amazon's AWS cloud service, and from 2021 we have been providing a solution compatible with AWS China to support the use of AWS by Japanese companies in China. Going forward, we will continue to roll out information and communications services not only in Japan but also for overseas markets.



We contribute to local communities by rolling out services rooted in the local area.

■ Broadcasting & Communications

We provide broadcasting and communications services (internet access services) in Tokyo and the 7 prefectures of Shizuoka, Kanagawa, Chiba, Nagano, Okayama, Miyagi, and Okinawa. Our broadcasting service serves 910,000 customers using 4K and 8K satellite broadcasting and digital multi-channel broadcasting. In terms of communications services, we mainly provide stable internet services and optical telephone services using our own fiber optic network to serve 370,000 customers.



Strengthening Partnerships with Governments

We work in partnership with local governments to distribute local information and disaster mitigation information through our community channels. We utilize local BWA (broadband mobile wireless access of the local area). We have also established a network environment for evacuation shelters in the event of a disaster and a wireless LAN environment for tourists. In the event of a disaster, we have an emergency broadcast transmission system in place so that we can use our CATV network to provide information to those who need it.

We will continue to meet the information needs of our customers through broadcasting and communications and contribute to creating cities in which residents can live safely and in peace of mind.



We will steadily build a track record as a general construction company.

■ Construction, civil engineering, real estate, electrical construction work

We design and construct large-scale buildings such as commercial stores, medical facilities, and government office properties based on our technological capabilities and trust with users that we have cultivated through our diverse business portfolio. Through M&A, we have established a construction system that covers the main construction works of the construction business, and are in the process of expanding our business to the Kanto and Chukyo areas.

■ Equipment/devices, equipment and facility installation, renovations, commercial workplace equipment

The business, which started in 1976 with the goal of selling kitchen and bathroom-related plumbing equipment, has now expanded to installing equipment and facilities, carrying out renovations, and supplying commercial workplace equipment. We also make comprehensive proposals for the three essential utilities (air conditioning, water supply and drainage, electricity) in office buildings, large stores, and public facilities.

Our renovation business, which we began in earnest in 2012, has been steadily building a track record and has reached No. 1*¹ in the ranking of the most successful renovation businesses nationwide in the energy and gas division in terms of revenue. Going forward, we will advance our carbon-neutral efforts by promoting our PPA model*², TOKAI ZERO SOLAR, for general housing.

*1: From the November 22, 2022 issue of The Japan Journal of Remodeling

*2: A PPA (Power Purchase Agreement) operator, which owns and manages solar power generation equipment, installs solar power generation systems on the sites or roofs of facility owners at no initial cost. A system in which the facility owner consumes the electricity generated by the solar power generation system and pays the cost of the electricity used to the PPA operator.



Life services

Bringing Safety and Comfort to People's Lives.

■ Bottled Water Delivery

We began our bottled water delivery business in 2007 in Shizuoka Prefecture. Our returnable bottle service called “Tasty Water Delivered to your Door” and a nationwide disposable bottled water delivery service called “The Gift of Delicious Water: Ulunom,” have been used by a total of 160,000 customers. The water we provide is natural water that has been purified over a long period of time by Mt. Fuji, which acts as a magnificent filter. The taste and quality have been recognized by expert institutes that judge the quality of consumer products. For example, we were awarded the Monde Selection Grand Gold Award and won three stars in the ITI International Superior Taste Contest. In April 2023, we launched the service for a water supply type purification server entitled “Shizuclear.” Responding to a range customer needs in the drinking water field, we will contribute to the affluent lives of our customers.



■ Security

We utilize our know-how developed in our emergency security system of LP gas to offer security services. We meet all kinds of customer needs, such as offering services for monitoring the safety of the elderly as well as entrance/exit management systems and security cameras for plants, stores, and offices.

■ Insurance

We run a life insurance agency and non-life insurance agency that currently boast 80,000 policyholders.

Dedication to Safety

Our production system produces products at plants that have acquired certification indicating that they conform to the JFS-B standard, which is a food safety management standard. Carrying out microbiological and physicochemical tests regularly and publishing the results of radioactive substance tests every month, we deliver safe and dependable water to your home under our strict sanitary management.



Mt. Fuji Plant



Life services

■ Nursing Care

We operate a total of eight facilities for senior daycare services, temporary nursing home care, and private nursing homes in Shizuoka City. Meanwhile, in Gero City and Nakatsugawa City in Gifu Prefecture, we run a total of three multi-functional facilities that provide housing for the elderly with services and senior daycare services, as well as daycare services specializing in rehabilitation. We aim to not only provide a strong lineup of facilities but to realize a society where the elderly can lead rich, dignified lives.



■ Support for raising children

As a service that contributes to supporting diversifying workstyles and raising children, we are operating Mama's Smile TOKAI Tokiwacho Branch, a day care center that takes temporary care of children in Shizuoka City, under the motto of “A place that looks after your kids when you need it now.”



■ Housecleaning

We are offering a service for the housecleaning of general households in addition to the cleaning of offices and stores as well as cleaning services for recently vacated apartment buildings, with the 23 wards of Tokyo as the target area. We will support the comfortable lives of the people living in the area.



Bridal

Live in elegance with hospitality that goes the extra step.

■ Bridal and Dining

We run wedding halls, banquet halls, and restaurants at Aoi Tower, a landmark in front of JR Shizuoka Station. From the upper floors of Aoi Tower, we deliver surprises and joy through this luxurious location overlooking Mt. Fuji and Suruga Bay combined with the very best hospitality.



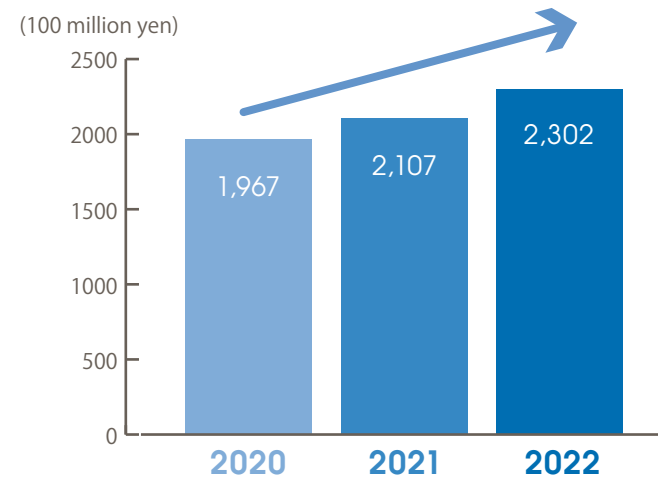
Other

■ Ship Repair

We conduct extensive ship repairs as a company that not only promotes the local industry, but also supports deep-sea fisheries throughout Japan, in Gyogyo no Machi, which is located in Yaizu City and proudly holds the top rank in fishing yield domestically.



The TOKAI Group in Numbers

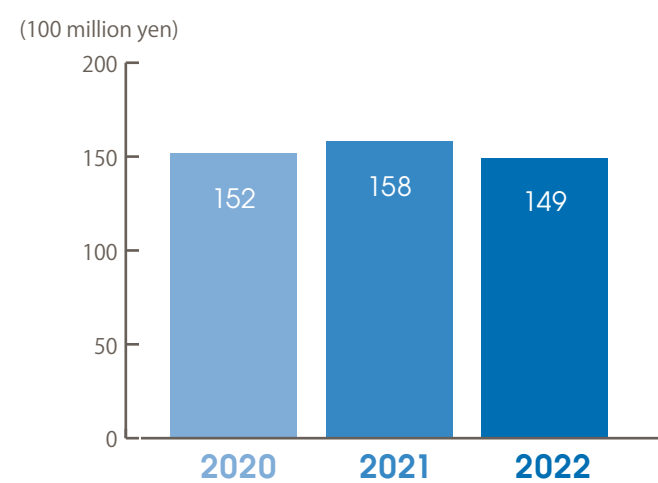
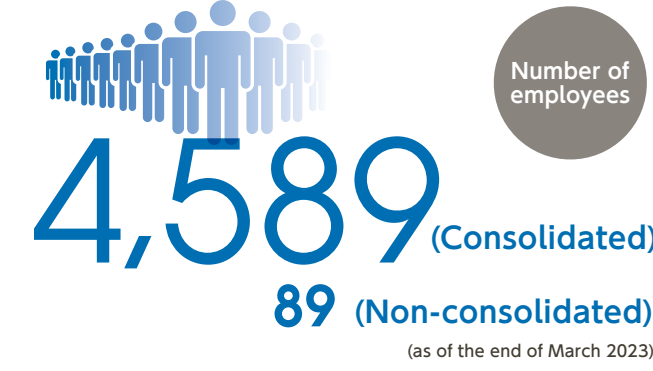


Revenue

2022 **230.2** billion yen

2021 210.7 billion yen

2020 196.7 billion yen



Operating income

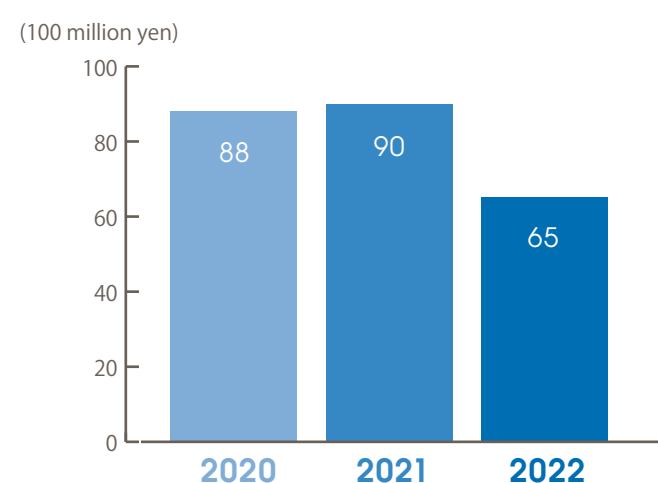
2022 **14.9** billion yen

2021 15.8 billion yen

2020 15.2 billion yen

Group Companies

- TOKAI CORPORATION
- TOKAI Communications Corporation
- TOKAI Cable Network Corporation
- TOKAI GAS CORPORATION
- TOKAI Venture Capital & Incubation Corporation



Current net income

2022 **6.5** billion yen

2021 9.0 billion yen

2020 8.8 billion yen

Energy Line Corporation	J-support CO.,LTD	Tokaizosen-unyu Corporation Head Office
Nikaho Gas Co., Ltd.	Ichihara Cable Television Corporation	TOKAI City Service Corporation
Nissan Tri Star Construction, Inc.	ATSUGI ISEHARA CABLE NETWORK CORPORATION	TOKAI LIFE PLUS CORPORATION Head Office
Chuo Denki Construction Co., Ltd.	LCV CORPORATION	Tender Co., Ltd.
Inoue Technica Co., Ltd.	KURASHIKI CABLE TELEVISION Inc.	TOKAI KidsTouch Corporation
Marco Polo Inc.	Toco Channel Shizuoka Corporation	TOKAI Management Service Corporation
Wood Recycle Co., Ltd.	Tokyo Bay Network Co., Ltd.	TOKAI (Shanghai) Trade & Commerce Co., Ltd.
CYZE Inc.	TV Tsuyama Inc.	TOKAI MYANMAR COMPANY LIMITED
AM's Brain Inc.	SENDAI CATV Co., Ltd.	
AM's Unity Inc.	OKINAWA CABLE NETWORK INC.	
QUERY Co.Ltd.	Net Technology Shizuoka Co., Ltd.	

Other companies include 4 consolidated subsidiary and 10 equity-method affiliate companies (as of the end of March 2023)

Corporate Philosophy

For Customers Livelihood

Along with the region, together with the earth,
we will continue to grow and develop.



Corporate Logo

Light that brightens the future as well as synergy among TOKAI Group companies (overlapping beams of light)

The rays of light seen shooting diagonally upward from the capital T serves as the TOKAI Group's symbol.

The upper-right portion of the logo represents the future, where the Group constantly shines its light. Each Group company utilizes their unique strengths in order to realize our corporate philosophy, which states that we will continue to grow and develop together with both regional and global society.

An O shape can be seen between the T and the beams of light: this "TO" is short for TOKAI and also refers to the word "to," as in "to our customers," "to local communities" and "to the world."

The logo is displayed in Synergy Blue, our designated Group color and a color that brings to mind blue skies, seas and rivers. According to color psychology, blue symbolizes the future, hope and liberation, and thus expresses the TOKAI Group's goal of reaching out to the future and the world, expanding in scale as we go.



Corporate Profile

Trade name	TOKAI Holdings Corporation
Established	April 1, 2011
Location	Head Office: 2-6-8, Tokiwa-cho, Aoi-ku, Shizuoka City, Shizuoka Prefecture 420-0034 Tokyo Head Office: Shiodome Building 19F, 1-2-20 Kaigan, Minato-ku, Tokyo 105-0022
Capital	14 billion yen (March 31, 2023)
Number of employees	Consolidated: 4,589 Non-consolidated: 89 (as of the end of March 2023 (excluding contract employees))
Businesses	Management of subsidiaries operating energy business, information & communications business and other businesses, and related activities
Securities Code	3167
Listed Stock Exchange	Tokyo Stock Exchange, Prime Market

List of Officers

Directors

Representative Director, President and CEO	Katsuo Oguri	Director (Outside)	Masahiro Sone
Representative Director and Managing Executive Officer	Junichi Yamada	Director (Outside)	Masahiro Goto
Director (Non- Executive)	Yasuhiro Fukuda	Director (Outside)	Nobuko Kawashima
Director (Non- Executive)	Mitsuhaya Suzuki	Director (Outside)	Ryoko Ueda
Director (Non- Executive)	Mitsugu Hamasaki		

Auditors

Standing Audit & Supervisory Board Member	Hisao Ishima	Audit & Supervisory Board Member (Outside)	Masayuki Atsumi
Audit & Supervisory Board Member (Outside)	Jiro Amagai	Audit & Supervisory Board Member (Outside)	Toshiro Mtsubuchi
Audit & Supervisory Board Member (Outside)	Yoshio Itou		



2-6-8, Tokiwa-cho, Aoi-ku, Shizuoka City, Shizuoka Prefecture 420-0034

<https://www.tokaiholdings.co.jp>