

More smiles for a better life



TOKAI GROUP

**CORPORATE
PROFILE**

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

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 3.36 million customers use our services nationwide. 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.

We aim to improve our corporate value by facilitating the three key strategies of (1) growth of business earning power, (2) strengthening of foundations for sustainable growth, and (3) full energization of human capital and organizations, outlined in our Medium-Term Management Plan 2025 announced in May 2023. While increasing our investment in human capital and getting the maximum energy out of our human resources and organizations, we will contribute to realizing a sustainable society through efforts such as decarbonization and regional revitalization, and also utilize our strengths as a provider of lifestyle and social infrastructure services to expand our revenue base even further.

Furthermore, from fiscal 2024, we have adopted the following corporate message as a guide for what we aim to achieve: "We face challenges with open minds to bring more smiles to life and joy in society." We will continue to push forward on a united front to deliver smiles to more people.

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**



More smiles for a better life



We face challenges with open minds to bring more smiles to life and joy in society.

Since our founding in December 1950, we at the TOKAI Group have consistently provided a wide range of services focused on safety, security, convenience, and comfort, always putting ourselves in our customers' shoes.

These services are supported by the TOKAI Group employees' imaginative ideas and ability to take on challenges. Through new proposals born out of this driving force, we continue to create better lives and a better society.

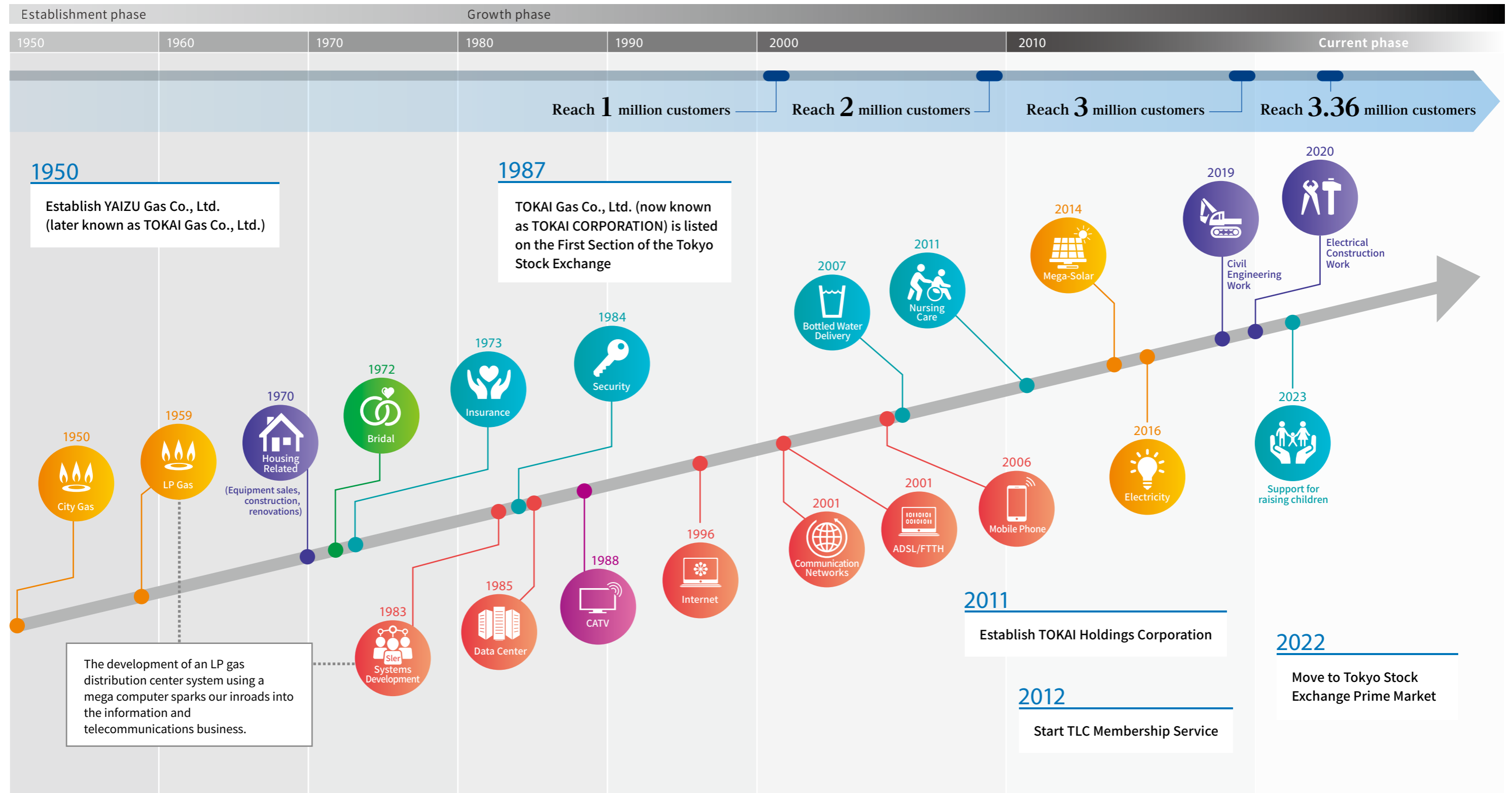
We brighten lives, share joy, and spread smiles in local communities and society at large, contributing towards a sustainable tomorrow filled with hope.



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



TOKAI Group Sustainability

Low/Zero Carbon Initiatives

We will achieve carbon neutrality by 2050 by contributing to the reduction of greenhouse gas emissions together with our local communities, customers, and suppliers.

Through our energy business, the TOKAI Group is committed to low and zero carbon initiatives to achieve a carbon neutral society in the future. In the use of energy by our customers, we aim to facilitate the widespread popularization of energy-efficient equipment such as high efficiency water heaters and combined heat and power systems, as well as renewable energy sources such as solar power. Furthermore, we supply carbon-neutral gas that offsets carbon dioxide emissions and agree partnerships with local governments to realize zero-carbon cities, focusing on promoting regional decarbonization and energy conservation. In our business endeavors, we are advancing efforts to make the energy we use more eco-friendly such as by installing solar power equipment at our Group facilities. Furthermore, in each of our businesses, we are working on automating the use of equipment and making business operations more efficient through the use of digital transformation (DX).

PICK UP!



Promoting the Adoption of Renewable Energy

We entered the mega-solar market in 2014. Currently, we have six solar power plants, generating a total of 10.3 MW. We have also sold and installed a wide range of solar power generation systems. We have offered a residential PPA* in the form of TOKAI ZERO SOLAR since 2021 and a corporate PPA service from March 2024.

*A method where a solar power generation system is installed on the customer's premises or roof at no cost, and the generated electricity is then sold to the customer.



Promoting Low/Zero Carbon Emissions Together with Local Communities

Since 2021, we have been using the J-Credit Scheme to sell carbon-neutral gas to local governments and public facilities. We will achieve local production for local consumption by obtaining credits from local companies and local forest resources. Going forward, we will continue to actively engage in decarbonization initiatives and contribute to solving social issues as a comprehensive energy company that supports the comfortable lives of its customers.

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. By engaging earnestly with matters such as environmental / climate change issues and respect for human rights, the TOKAI Group committed to contributing to the realization of a sustainable society.

Human Capital Management Policy

To become an energetic corporate group that is a great place to work by improving employee well-being through the implementation of human capital strategies: “Risou no Ko” (ideal individual) and “Risou no Soshiki” (ideal organization).

The Group is investing in human capital, aiming to realize its vision of the “Risou no Ko” (ideal individual) and its vision of the “Risou no Soshiki” (ideal organization). To realize our ideals, we are focusing on supporting autonomous professional development, work style reform, fostering a corporate culture that emphasizes diversity, and implementing health and productivity management measures.

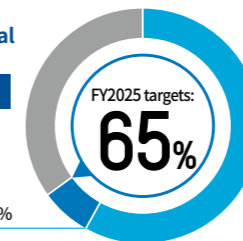
TOKAI Group's main KPIs

We have adopted the following five indicators for the realization of our “Risou no Ko” (ideal individual) and “Risou no Soshiki” (ideal organization) visions. The use of indicators to measure progress towards achieving our visions and the smooth implementation of a PDCA cycle for human capital management will help us achieve our goals.

KPIs related to Human Capital Management Policy

1• Strengths indicator

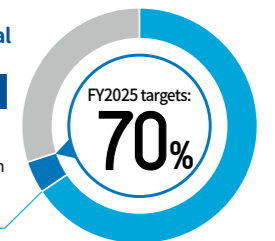
Measures the extent to which employees can utilize their strengths in their work



KPIs related to Human Capital Management Policy

2• Self-career indicator

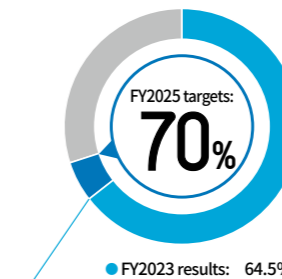
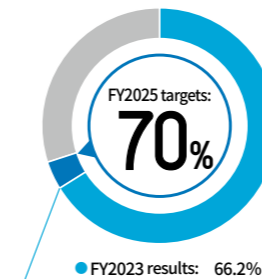
Measures the extent to which employees self-directed career management is translated into action



KPIs related to Internal Environment Development Policy

3• Psychological safety indicator

Measures the extent to which the psychological safety of employees is ensured within an organization



KPIs related to Internal Environment Development Policy

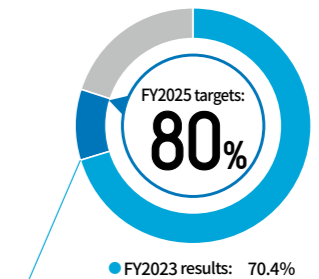
4• WLB indicator

Measures the extent to which different work styles are accommodated in the workplace and the ease of work from an employee's perspective

KPIs related to Internal Environment Development Policy

5• Ratio of health literate employees

Measures the proportion of employees able to use health knowledge to inform health-related decisions



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.

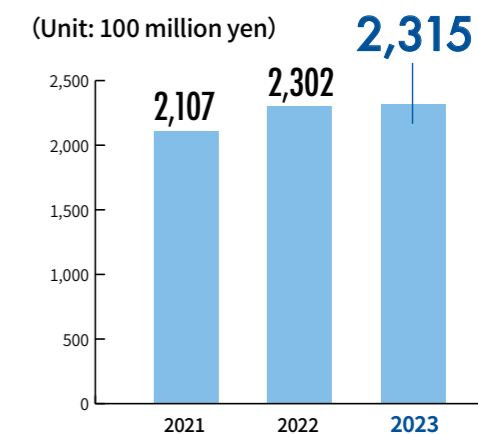


TOKAI Group's Performance

Revenue increased for a record-breaking seventh consecutive term while our customer base also grew steadily

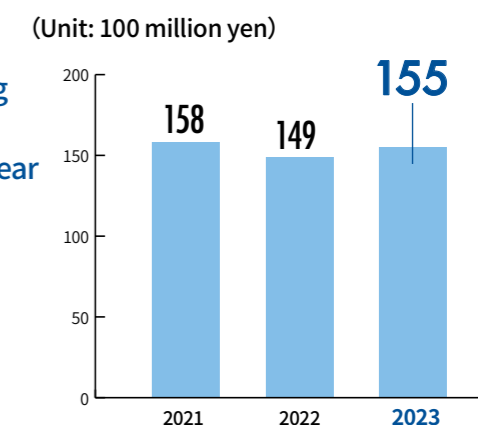
Revenue
Revenue increased for a record-breaking seventh consecutive term

231.5 billion yen



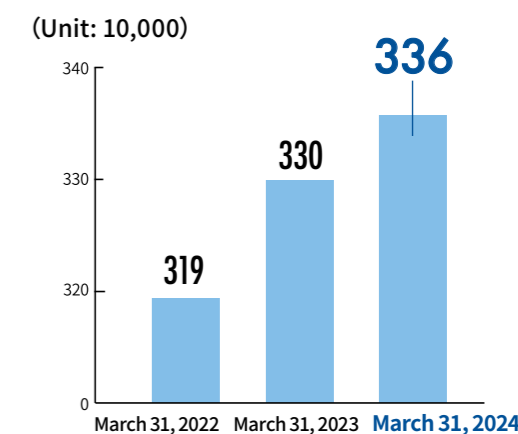
Operating income
An increase in customers brought an increase in operating income of 600 million yen compared to the previous fiscal year

15.5 billion yen



Customer base
Customer base is growing strongly in key businesses

3.36 million



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 780,000 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 75,000 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



Investing in Renewable Energy Generation Businesses Overseas and in Japan

In 2023, we invested in Repower Energy Development Corporation, a subsidiary of the Pure Energy Holdings Corporation Group, which operates a renewable energy generation business in the Republic of the Philippines and runs a hydropower generation business.

In addition to endeavoring to deliver a stable supply of electric power in the Philippines, we work to promote the widespread adoption of renewable energy in ASEAN countries.

Domestically, we have also invested in Albatross Technology Inc., a start-up company engaged in developing floating vertical-axis wind turbines for offshore wind power generation, developing our knowledge of leading technologies for the practical application of next-generation energy.



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 the Tokai area with a focus on 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 business to 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.

Certified as an 'AWS Premier Tier Services Partner', AWS's Highest Level of Accreditation

In 2023, we were certified as the 14th AWS Premier Services Partner in Japan, being recognized as a partner with significant achievements, including advanced technical expertise and a wealth of service deployment experience.



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 920,000 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 390,000 customers.



Strengthening Partnerships with Governments

We work in partnership with local governments to distribute local information and disaster mitigation information through our community channels. In addition to administrative information, we have an emergency broadcast transmission system in place to use our CATV network to provide necessary information during disasters.

We will continue to meet the needs of our customers and contribute to creating communities in which residents can live safely and with peace of mind.

Operating Fitness Gyms

With heightened awareness of health promotion in an age where people can expect to live to 100 years old, we operate a chain of 24-hour fitness gyms in Okayama Prefecture and Shizuoka Prefecture to provide local residents with a place to exercise.



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 27, 2023 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.



Bringing Safety and Comfort to People's Lives.

■ Bottled Water Delivery

We began our bottled water delivery business in 2007 in Shizuoka Prefecture.

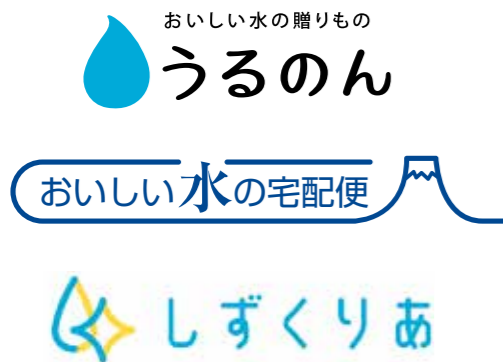
The three services consisting of our returnable bottle service called "Tasty Water Delivered to your Door," a nationwide disposable bottled water delivery service called "The Gift of Delicious Water: Ulunom," and water supply type purification server service called "Shizuclear" have been used by a total of 170,000 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.

Responding to a range customer needs in the drinking water field, we will contribute to the affluent lives of our customers.



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



■ 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.



■ 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 operate Mama's Smile TOKAI Tokiwacho Branch, a childcare center that takes temporary care of children in Shizuoka City, under the motto "A place that looks after your kids when you need it now."



■ Running of camp sites and hot spring facilities

We operate two campsites, Mt. Bikuishi Quiet Night Campsite in Fujieda City, Shizuoka Prefecture, and Narakoko Camp Field in Kakegawa City. We also operate a hot spring facility called Narakoko-no-Yu in Kakegawa City. As businesses rooted in the local community, we provide a memorable and wonderful time to all our guests so that they can experience the wonders of the local area.



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.



■ 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.



No. of group offices

192

(as of the end of April 2024)



Group Companies

TOKAI CORPORATION

TOKAI Communications Corporation

TOKAI Cable Network Corporation

TOKAI GAS CORPORATION

TOKAI Venture Capital & Incubation Corporation

52

Number of group companies

Energy Line Corporation

Nikaho Gas Co., Ltd.

FujiPro Co., Ltd.

Nissan Tri Star Construction, Inc.

Chuo Denki Construction Co., Ltd.

Inoue Technica Co., Ltd.

Marco Polo Inc.

Wood Recycle Co., Ltd.

CYZE Inc.

AM's Brain Inc.

AM's Unity Inc.

QUERY Co.Ltd.

J-support CO.,LTD

UIS, Inc.

Ichihara Cable Television Corporation

ATSUGI ISEHARA CABLE NETWORK CORPORATION

LCV CORPORATION

KURASHIKI CABLE TELEVISION Inc.

Toco Channel Shizuoka Corporation

Tokyo Bay Network Co., Ltd.

TV Tsuyama Inc.

SENDAI CATV Co., Ltd.

OKINAWA CABLE NETWORK INC.

Tokaizosen-unyu Corporation Head Office

TOKAI City Service Corporation

TOKAI LIFE PLUS CORPORATION Head Office

Tender Co., Ltd.

TOKAI KidsTouch Corporation

TOKAI Management Service Corporation

TOKAI MYANMAR COMPANY LIMITED

PT TOKAICOM Mitra Indonesia

Other companies include 5 consolidated subsidiary and 11 equity-method affiliate companies (as of the end of March 2023)

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, 2024)
Number of employees	Consolidated: 4,732 Non-consolidated: 77 (as of the end of March 2024 (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)	Nobuko Kawashima
Director (Non- Executive)	Mitsuhaya Suzuki	Director (Outside)	Ryoko Ueda
Director (Non- Executive)	Mitsugu Hamasaki	Director (Outside)	Hiroshi Tsunemine
Director (Non- Executive)	Tsuyoshi Takahashi		

Auditors

Standing Audit & Supervisory Board Member	Hisao Ishima	Audit & Supervisory Board Member (Outside)	Toshiro Matsubuchi
Audit & Supervisory Board Member (Outside)	Masayuki Atsumi	Audit & Supervisory Board Member (Outside)	Yoichi Obuchi



2-6-8, Tokiwa-cho, Aoi-ku, Shizuoka City, Shizuoka Prefecture 420-0034
<https://www.tokaiholdings.co.jp>