# Our Relationship with Stakeholders

The business activities of the Kansai Electric Power Group are supported by our stakeholders. We are taking measures to expand communication with our main stakeholders to meet their expectations.

#### **Customers**

Building relationships of trust with customers through properly understanding their needs and promoting better products and services

## **Local Communities / The Public**

Consulting with local communities as an enterprise that closely cooperates with the people in those communities, and deepening relationships of trust by actively responding to and working to resolve community issues

## **Shareholders/Investors**

Meeting the trust of shareholders and investors through fair, prompt information disclosure and efforts to improve corporate value

Kansai Electric Power Group

## **Business Partners**

Procuring materials, equipment and services that excel in safety, quality and price in a timely, ecological way to firm up relationships of trust with business partners

## **Employees**

Continuing to create a corporate culture and build frameworks to give motivation and satisfaction to all of our employees, who are the driving force behind the company, and allow them to demonstrate their true abilities

	Main Stakeholders	Main Activities		
		Two-Way Communication	PR Activities	
	Customers	<ul> <li>Make note of input from customers at call centers and sales offices</li> <li>Updating Danbo-no-Koe, a database of customer input, including input from people in local communities</li> <li>Energy conservation consulting, and other daily sales activities</li> </ul>	Use of the Web (website/Facebook/YouTube/ Twitter/Instagram) Information newsletter Watt Electricity consumption receipt and leaflet Hapi e-Miruden members' website for energy saving	<ul> <li>Hapi e-Life navi website for energy savings information</li> <li>Use of mass media (TV commercials, newspaper ads)</li> <li>Holding various events</li> <li>Press releases</li> <li>Press conferences</li> <li>Tours of power plants and other facilities</li> </ul>
	Local Communities/ The Public	Communication with local governments Communication with customers in the vicinity of power plants Interaction through energy conservation consulting, environmental efforts and other daily sales activities Updating Danbo-no-Koe, a database of customer input, including input from people in local communities	<ul> <li>Use of the Web (website/Facebook/YouTube/ Twitter/Instagram)</li> <li>Communication magazine Yaku</li> <li>Kansai Electric Power Group Report</li> <li>Tours of power plants and other facilities</li> <li>Participation in local government's disaster preparation drills</li> <li>Disaster Preparedness Handbook</li> <li>Kansai Electric Disaster Preparation Measures</li> </ul>	<ul> <li>Participation in environmental events</li> <li>Tree-planting and beautification activities</li> <li>Offering on-site classes and on-site explanatory meetings</li> <li>Press releases</li> <li>Press conferences</li> <li>Use of explanatory tools (Kanden el message information brochure/safety-related videos)</li> </ul>
	Shareholders/ Investors	<ul> <li>General Shareholders' Meeting</li> <li>Company briefings</li> <li>IR meetings</li> </ul>	<ul> <li>Use of the Web (website/Facebook/YouTube/ Twitter/Instagram)</li> <li>Factbook</li> </ul>	Corporate information/IR information Web pages     Kansai Electric Power Group Report
	Business Partners  (Suppliers, Subcontractors, etc.	<ul> <li>Training workshops and safety patrols</li> <li>Information sharing at meetings of presidents of affiliated companies, etc.</li> <li>CSR procurement policy explanations and promotion activities</li> </ul>	<ul> <li>Use of the Web (website/Facebook/YouTube/ Twitter/Instagram)</li> </ul>	Official announcement of main procurement plan
	Employees	<ul> <li>Dialogues with the president</li> <li>Executive visits</li> <li>Publicity campaigns</li> <li>Labor-management consultations</li> <li>Company-wide employee questionnaire on CSR</li> <li>Compliance consultation desk</li> </ul>	<ul> <li>Use of the Web (website/Facebook/YouTube/ Twitter/Instagram)</li> <li>Use of internal portal site</li> <li>In-house organ The Kansai Denryoku Shimbun</li> </ul>	Distribution of message from president, etc.     In-house TV     Email magazine     Local explanatory meetings on nuclear power safety