

# We are seeking to deepen communication and build even better relationships.

	Aspirations	Main efforts	Valuable outcomes provided	Contents of main dialogs (public hearing and public relations activities)
<b>Customers</b>	We are building a loyalty in relationship with customers by offering them services that meet their requirements accurately in order to become “the best partner in daily life and in business” especially when it comes to energy consumption.	<ul style="list-style-type: none"> <li>Maintenance and passing down of specific skills that support safe and stable power supply</li> <li>Systematic facility maintenance and repair</li> <li>Development and improvement of services that reflect customer opinions</li> <li>Implementation of a survey to check customer satisfaction</li> </ul>	<ul style="list-style-type: none"> <li>Safe and stable electric power supply</li> <li>Energy optimization consulting service for customers</li> <li>Wide range of products related to electricity, gas and telecommunications</li> <li>Comprehensive real estate services</li> <li>Services related to safe, comfortable and convenient lifestyles</li> </ul>	<ul style="list-style-type: none"> <li>Collecting customer opinions through call centers and so on</li> <li>Updating “Danbo-no-Koe,” a database of customer opinions</li> <li>Energy optimization consulting and other daily business activities</li> </ul> <ul style="list-style-type: none"> <li>“Hapi e-Miruden,” electricity consumption receipts, leaflets</li> <li>Holding of various events</li> <li>Press releases and conferences</li> <li>Mass media and web usage</li> <li>Tours of power plants and other facilities, etc.</li> </ul>
<b>Shareholders/ Investors</b>	We will fulfill the trust of shareholders and investors by working to improve corporate value. This includes not only fair and prompt information disclosure and meeting expectations about profit-sharing, but also investment optimization for every kind of capital and active disclosure of ESG information in consideration of expectations for growth from a long-term perspective.	<ul style="list-style-type: none"> <li>Disclosure of businesses result trends, financial conditions and ESG information</li> <li>Enhancement of competitiveness in the comprehensive energy business</li> <li>Establishment of new pillars for growth</li> <li>Strengthening Group management foundation that support sustainable management</li> </ul>	<ul style="list-style-type: none"> <li>Revenue assurance</li> <li>Shareholder returns, etc.</li> </ul>	<ul style="list-style-type: none"> <li>General Shareholders’ Meeting</li> <li>Company briefings</li> <li>IR meetings</li> <li>KANDEN REPORT for shareholders</li> <li>Fact Book</li> </ul> <ul style="list-style-type: none"> <li>Corporate information/IR information Web pages</li> <li>Use of the Web</li> <li>Tours of power plants and other facilities, etc.</li> </ul>
<b>Local Communities/ The Public</b>	While the issues and needs of communities diversify, as a business with close ties to communities and daily life, we work to resolve social issues and seek to realize a sustainable society through our business activities and efforts that contribute to society.	<ul style="list-style-type: none"> <li>Activities that contribute to local communities</li> <li>Smart community development</li> <li>Enterprise local support activities</li> <li>Overseas power consulting and international contributions</li> </ul>	<ul style="list-style-type: none"> <li>Invigoration and development of local communities in Japan and abroad</li> <li>Increased energy use efficiency for entire regions</li> <li>Reduced environmental impacts, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Communication with local governments</li> <li>Communication with customers in the vicinity of power plants</li> <li>Updating “Danbo-no-Koe,” a database of customer opinions</li> <li>Interaction through environmental efforts and other daily activities</li> </ul> <ul style="list-style-type: none"> <li>Press releases and conferences</li> <li>Mass media and web usage</li> <li>Off-site classes and tours of power plants and other facilities</li> <li>Participation in disaster response trainings with local governments</li> <li>Participation in environmental events, etc.</li> </ul>
<b>Business Partners</b>	Along with implementing procurement efforts based on corporate social responsibility, we will deepen communication with our suppliers, who are important partners, to build relationships of trust. In doing so, we will undertake sustainable procurement practices while endeavoring to contribute to society and create value.	<ul style="list-style-type: none"> <li>Socially-responsible purchasing activities based on fundamental purchasing policies</li> <li>Efforts for communication with suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Development through coexistence and mutual prosperity</li> <li>Improvement of technical abilities through group study, etc.</li> </ul>	<ul style="list-style-type: none"> <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> <li>Communication with subcontractors, etc.</li> </ul> <ul style="list-style-type: none"> <li>Use of the Web</li> <li>Official announcement of main procurement plan</li> </ul>
<b>Employees</b>	We will work to make workplace environments where every individual employee can work with enthusiasm and maximize their abilities. We give top priority to employee safety and health, and we will promote “human capital” innovations, workstyle innovations and health and productivity management in a unified manner while also promoting diversity.	<ul style="list-style-type: none"> <li>Respect for human rights</li> <li>Unified promotion of workstyle innovation and health and productivity management</li> <li>Promotion of diversity</li> <li>Measures to foster “human capital” innovation</li> <li>Cultivation of an organizational culture that gives top priority to safety</li> </ul>	<ul style="list-style-type: none"> <li>Increased motivation and satisfaction</li> <li>Support for self-development</li> <li>Safe and comfortable workplace environments</li> <li>Physical and mental health maintenance promotion, quality-of-life improvement, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Dialogues with the president</li> <li>Executive visits</li> <li>Labor-management consultations</li> <li>Company-wide employee questionnaire on CSR</li> <li>Compliance Hotline</li> </ul> <ul style="list-style-type: none"> <li>Use of the Web</li> <li>In-house web portal and TV utilization</li> <li>The Kansai Denryoku Shimbun in-house newsletter</li> <li>Distribution of messages from the president, etc.</li> <li>Email magazines, etc.</li> </ul>