

## Our view of sustainability and CSR and systems to promote them

### ◆◆◆ The Kansai Electric Power Group CSR Action Charter ◆◆◆

#### ● Basic view

The Kansai Electric Power Group's business activities draw support from customers, regional communities, shareholders, investors, business partners, employees and many other segments of society.

This trust the Group gains from all these communities is the very bedrock of the Group's operations, without which it would be unable to maintain sustainable growth and fulfill its mission.

At the Kansai Electric Power Group, we would like to fulfill our responsibilities as a member of society, including maintaining compliance and transparency. In addition, by responding sincerely to the expectations of members of society for our group business activities, we would like to contribute to the sustainable development of society and the realization of a bright and affluent future as well as keep the trust that we receive unshakable.

Thus, the Kansai Electric Power Group develops all of its business activities and fulfills its CSR obligations as an enterprise based on its six CSR Action Principles.

#### ● CSR Action Principles

##### 1. Safe and Stable Delivery of Products and Services As Chosen by Customers

The Kansai Electric Power Group will endeavor to develop and improve the products and services as chosen by customers and as a business operator responsible for lifelines that are indispensable to society. We will take every conceivable measure, day by day, to deliver our products and services safely and stably.

###### Conduct standards for individuals

- Recognize that the assurance of safety is an absolute prerequisite in all business operations, and strictly abide by laws, rules and other requirements related to safety. In addition, make safety assurance the top priority in all conduct.
- Identify factors that lead to accidents, disasters and defects, and strive to prevent them. Should an accident or disaster occur, work for rapid relief and recovery.
- In the execution of business activities, continuously improve work contents and rules to maintain and improve quality.
- While always striving to improve service, respond to customer desires and feedback sincerely, rapidly and accurately to provide customer satisfaction.

##### 2. Proactive Approach with a View to Creating Ever Better Environment

As a provider of energy services that are closely connected with the environment, the Kansai Electric Power Group fully recognizes the scale of impact its business activities have on the global environment and therefore will strive to alleviate the environmental burden and environmental risks accompanying our business activities. Furthermore, we will aspire for creating ever better environment and contribute proactively to the development of a sustainable society through provision of products and services having lesser environmental impact.

###### Conduct standards for individuals

- Recognize the significance of environmental conservation, and thoroughly consider the impacts that our own work has on the environment.
- Practice conduct in our own work that considers the environment, including resource and energy conservation.

##### 3. Proactive Contributions to Development of Local Communities

As a business operator closely linked with its local communities and lives of their inhabitants, the Kansai Electric Power Group fully recognizes that its own development is not conceivable without the development of the local communities associated with its business activities and therefore we will proactively contribute to the development of our local communities through initiatives to revitalize these communities and the local economy. Also with regard to our overseas business activities, we will strive to contribute to the development of the respective local communities with due consideration to local culture and practices.

###### Conduct standards for individuals

- Cooperate with local communities that have stakes in our business activities, and strive to resolve their issues.
- Be interested in activities that contribute to society, and seek to participate actively in them.

#### 4. Respect for Human Rights and Development of Favorable Work Environment by Taking Advantage of Diversity

The Kansai Electric Power Group recognizes the “human rights” as a common and universal value of the global society, supports the international standards relating to the human rights and respects the human rights in all of its business activities. Accordingly, we will strive to secure safe and comfortable work environment for all the people associated with our business activities and take advantage of diversity (each individual’s diversity) to the maximum extent.

##### Conduct standards for individuals

- Respect the human rights of every individual with a stake in business activities.
- Never say or do anything that is discriminatory, harassing, defamatory or taunting or that could otherwise cause another person to feel uncomfortable based on race, nationality, religion, gender, sexual orientation, sexual identity, social position, family background, occupation, disability or other personal trait. Moreover, do not sympathize with such words or behavior or allow them to pass.
- Never involve in any kind of forced labor or child labor.
- Always consider safety and health, and strive to create workplace environments where people can work with peace of mind.
- Mutually acknowledge individual differences, and make the most of diverse senses of value and ways of thinking.

#### 5. Highly Transparent and Open Business Activities

In order to properly reflect social opinions in its business activities, to ensure fairness in the management of its business operations and to faithfully carry out its accountability to society through timely transmission and disclosure of information, the Kansai Electric Power Group will promote increased communication with all members of society and conduct business activities that are transparent and open.

##### Conduct standards for individuals

- Proactively communicate with members of society.
- Undertake efforts fairly when providing information to members of society and conducting activities to promote understanding of our business activities.
- Gather a wide range of opinions, desires and other feedback about our business activities from customers and members of society, share this data within the company and apply it to business improvement.
- Strictly handle records related to business.
- When problems arise in business operations, report on the facts quickly and accurately.

#### 6. Strict Enforcement of Compliance

In all aspects of its business activities, the Kansai Electric Power Group will comply with all laws and regulations, internal rules and business ethics and will ensure strict enforcement of compliance as the basis of our management. The Group as a whole will build the structure that should ensure these actual practices and will strive to maintain and improve its structure.

##### Conduct standards for individuals

- Recognize that assurance of safety and health, preservation of the environment, and respect for human rights, for example, are crucial from the perspective of compliance, and strictly abide by related laws and other rules.
- In the execution of business, strictly abide by related laws and regulations, including laws that restrict business, as well as regulations established by the company and other in-house rules. In overseas business activities, strictly abide by international rules as well as the laws and other regulations of applicable regions.
- Without being limited to past in-house practices and rules, organizations, systems and other corporate norms, always think from the “user’s perspective” about what social norms are called for in this age and continue conduct in accordance with them based on strict legal compliance.
- Execute work duties with a thorough understanding that “prioritizing business activities over compliance is unacceptable.”
- Strictly handle gift exchanges and business entertainment.
- Execute work duties with fair and free competition as prerequisites. Strictly manage personal data, customer data, business secrets and other information, and do not violate the intellectual property rights of others.
- Do not act in ways that encourage the activities of antisocial forces and organizations.
- Always be self-aware as a member of the Kansai Electric Power Group, and behave with dignity and good sense as a member of society.

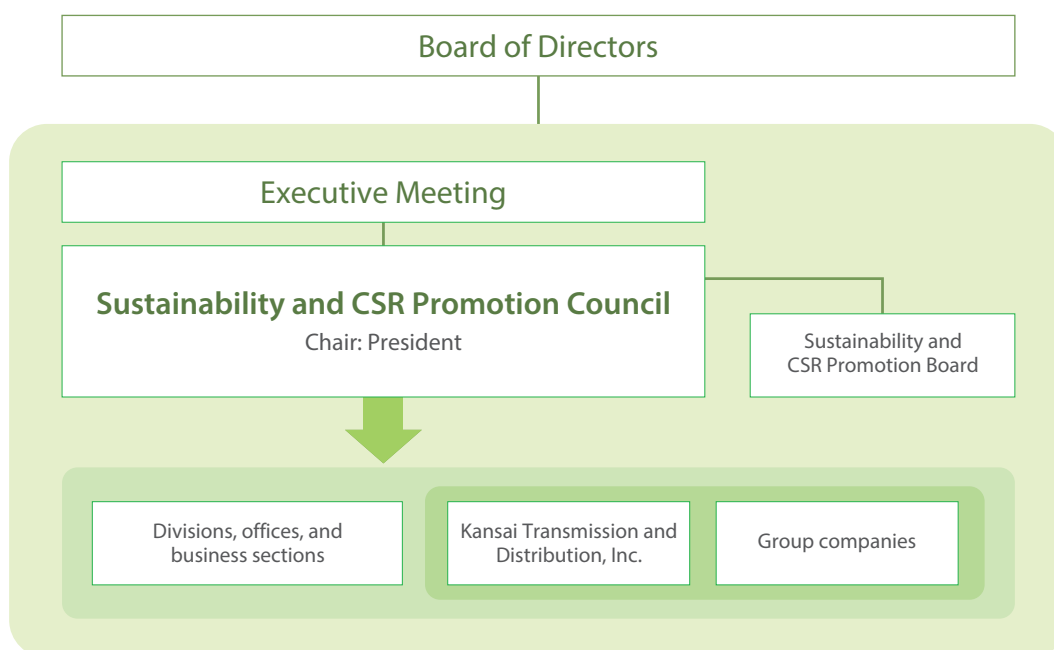
#### ● Sharing standards and checking conduct

Our Group has established conduct standards for individual employees based on six CSR Action Principles, and these standards are included on a portable Conduct Card. Considering that we have made safety the foundation for all our business activities, we also include the Kansai Electric Power Group Safe Action Charter and the Safe Action Declaration, which commit to practicing safe behavior and increase individual safety consciousness, on these cards. We distribute these Conduct Cards to all employees who then specify their personal conduct vows on the backs. Employees use these cards to check their conduct and goals in their own work.

## ◆◆◆ Sustainability and CSR Promotion Council at the heart of the promotion system ◆◆◆

The Kansai Electric Power has been pursuing CSR to achieve long-term sustainable growth and development as a corporate group that serves its customers and communities and also to contribute to sustainable development of society by solving global social issues. To further deepen such efforts, in April 2019, we changed our CSR Promotion Council to the Sustainability and CSR Promotion Council. The new council establishes comprehensive measures that guide the entire group in promoting CSR, as well as comprehensive measures for the Group to contribute to the sustainable development of society and also carries out specific activities. Issues of a specialized nature are sent to committees such as the Sustainability and CSR Promotion Board for deliberation. The policies formulated by the Sustainability and CSR Promotion Council are communicated to each operating division and business location, which then develop their own activities accordingly.

CSR promotion initiatives are led by the person in charge in each division and location acting as the CSR Promotion Officer, who assigns a CSR Key Person at each workplace. Each group company also develops its own CSR promotion activities independently, while staying in communication with the Kansai Electric Power.



## ◆◆◆ CSR Promotion Initiatives ◆◆◆

We continuously carry out efforts to educate employees of our Group about putting CSR into practice and improving workplace cultures. We are implementing promotion initiatives to reinforce the awareness that carrying out one's duties conscientiously on a daily basis (putting CSR into practice) builds the trust of customers and the communities. "Improving the workplace culture" is an initiative that further enhances the awareness of every employee and the workplace culture. "Putting CSR into practice (carrying out one's duties conscientiously on a daily basis)" means that we strive to meet the expectations of our stakeholders in line with the six CSR Action Principles. Based on this approach, our Company and Kansai Transmission and Distribution, Inc. are promoting awareness activities for all employees, in which CSR Key Persons elected as CSR promoter at each workplace play a major role in conducting initiatives. Also, an employee questionnaire on CSR is conducted annually targeting all employees of these two companies for analyzing and assessing CSR activities as well as for providing feedback to each workplace.

### ● Results of questionnaire for employees on CSR (conducted in January 2020)

Were you able to perform your duties over the last year with an awareness of the six CSR Action Principles?  
(non-consolidated)

Yes  
**89.9%**

Do you feel motivation and pride in your own work?  
(non-consolidated)

Yes  
**75.8%**