

Disaster Mitigation Efforts

Disaster mitigation efforts

◆◆◆ Policy and Concept ◆◆◆

● Preparing for a major disaster

To ensure the safety of our employees and their families and to fulfill our responsibilities of providing a stable supply of electricity and gas, we promote disaster mitigation initiatives that will strengthen facilities to withstand various natural disasters. We have also put in place a disaster control system to enable rapid recovery. Particularly, in the event of the Nankai Trough Earthquake, a megathrust earthquake which is feared to hit in the future, we will follow the basic plan for mitigating disaster announced by the Japanese government and take carefully planned disaster response and recovery measures in place. Considering the damage caused by typhoons that have occurred more frequently in recent years, including Typhoon No. 21 in 2018, we also implement various disaster mitigation measures, utilizing the lessons learned from past disasters. In addition, through disaster mitigation events and lectures, we provide information on disasters and how we can be prepared, as well as carrying out activities to raise awareness on disaster mitigation in local communities.

● Strengthening our disaster response system

We are enhancing our response systems to prepare for rapid initial response upon the occurrence of disasters. This includes the designation of individuals who arrive at the workplace early and night watches by initial response supervisors, along with the implementation of special training for individuals and supervisors in charge of initial response several times a year. We are also seeking to improve employees' skills in responding to disasters and increasing their awareness about disaster preparation. Together with Kansai Transmission and Distribution, Inc., we implement annual company-wide comprehensive emergency response drills under the leadership of our President in his role as the chief of the Emergency Headquarters. We do these things not only to prepare for the occurrence of the Nankai Trough Earthquake but also through considering cases with various severe conditions such as the occurrence of a nuclear power disaster at the same time or during occasions when the balance of power supply and demand is tight. In the event of a major disaster, employees will be notified of any information pertaining to the disaster at the same time. Furthermore, we have established action standards so that we can build a response system promptly after a disaster occurs, even on holidays or during the night.

Number of participants in company-wide comprehensive emergency response drills

Company-wide comprehensive emergency response drills (fiscal 2019)

908

◆◆◆ System ◆◆◆

Kansai Electric Power: Disaster Mitigation Group, Office of General Administration

Kansai Transmission and Distribution: Disaster Mitigation Group, General Administration Department

◆◆◆ Goals ◆◆◆

- Improve employee skills in responding to disasters and increasing awareness about disaster preparation, through the participation of more than 800 employees in company-wide comprehensive emergency response drills.
→ Fiscal 2019 results: 908 employees participated
- Actively participate in emergency response drills and disaster mitigation events held by concerned external organizations.
→ Fiscal 2019 results: Drill participation: 79 times Exhibited the PR booth: 57 times Held lecture/briefing sessions: 14 times
- Hold a disaster mitigation meeting on a regular basis to respond to special information related to the risk of a Nankai Trough Earthquake and take appropriate measures to the risks related to major disasters, including other natural disasters, cyber attacks, and the spread of the novel coronavirus and/or new forms of influenza.
→ Fiscal 2019 results: Held disaster mitigation meetings: 21 times

◆◆◆ Efforts ◆◆◆

● Response to extremely severe natural disasters

In recent years, natural disasters have become increasingly severe. Based on what we learned from Typhoon No. 21 that hit in 2018, we established the Typhoon No. 21 Response Verification Committee to ensure an even more appropriate and robust response. From the perspective of rapid restoration of power supply following power outages, customer service and cooperation with local governments, we have implemented measures to cope with large-scale disasters. Looking specifically at rapid restoration of power supply following power outages, we utilized drones and other new technologies to gain a timely and efficient grasp of the extent of damage to equipment. We also sought support and cooperation from not just internal sources but also from our subcontractors and other general power transmission and distribution utilities, in order to strengthen the restoration work system.

Regarding customer service, we have newly introduced a Power Outage Information App, an AI-driven automated power outage information response service, and an automated information portal that utilizes a scenario-based chatbot, with the aim of disseminating power outage information and diversifying information channels. Our support system in the event of a massive blackout has also been strengthened. As part of such efforts, in collaboration with other general power transmission and distribution utilities, we have established new Transmission and Distribution Contact Centers in Aomori City and Sapporo City to answer inquiries regarding power outages and power transmission and distribution equipment.

In cooperation with local governments, we have reinforced our cooperation through prior discussions and concluding agreements on the removal of fallen trees and other obstacles, as well as mutual confirmation of which facilities are to be restored as a priority.

Additionally, based on the lessons learned from past natural disasters, we developed an emergency collaboration plan designed for mutual support and cooperation in an emergency situation. Working together, 10 general power transmission and distribution utilities jointly submitted this plan to the Ministry of Economy, Trade and Industry.

Going forward, we will continue to share lessons learned for the future as well as steadily implementing these efforts to build a more robust business foundation to ensure safe and stable electricity and gas supply.

● Strengthening collaborative ties with concerned external organizations

Even in times without disasters, we are working to build relationships with governments, police and fire departments and other concerned external organizations as well as other electric power companies in order to enable smooth mutual cooperation during times of emergency and restore electric and gas service as quickly as possible. Specifically, we proactively participate in disaster response training sessions and programs held by local governments, designated public corporations and the like. In collaboration with the Japan Ground Self-Defense Force and Japan Maritime Self-Defense Force, we periodically carry out joint drills based on standing agreements for mutual cooperation in disaster preparedness and prevention.



Joint disaster drill with Japan Maritime Self-Defense Force Maizuru Regional Headquarters in March 2020

● Contribution to raising awareness of disaster mitigation in local communities

We run booths at disaster drills and events held by local governments, and carry out activities to raise awareness of disaster mitigation using our Disaster Preparedness Handbook as well as through experience of operating seismic breakers.

Moreover, for a wide range of generations, from students to neighborhood associations, we create opportunities to explain what damage and disruption could be expected following a Nankai Trough Earthquake, as well as the damage caused by disasters in recent years, and our routine preparations. Through these efforts, we contribute to promoting understanding of the importance of disaster response and preparedness.

● Disaster response after company spin-off

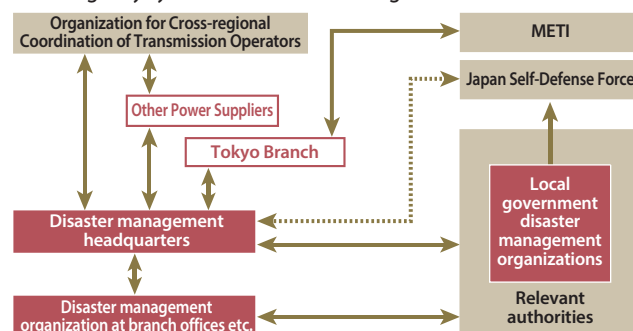
Even after the unbundling of the transmission and distribution sector required by law that was implemented in April 2020, in the event of a large-scale disaster such as the Nankai Trough Earthquake, the Company and Kansai Transmission and Distribution, Inc. will be united to respond to the disaster and continue to fulfill our responsibility of providing a stable electricity and gas supply.

◆ Disaster Preparedness Handbook

Disaster Preparedness Handbook is disclosed on the websites of the Kansai Electric Power Co., Inc. and Kansai Transmission and Distribution, Inc. It will help with disaster mitigation efforts in the home.



◆ Emergency system for communicating with relevant authorities



◆ Dispatching a restoration support team to other electric companies

In September 2019, after the damage caused by Typhoon No. 15, the Group dispatched a support team to restore electricity upon the request of TEPCO Power Grid. Specifically, we sent equipment such as high- and low-voltage generators, as well as personnel for recovery and logistics work in the afflicted area, Shirako in Chiba Prefecture. Over 17 days, we offered our full cooperation to the restoration work of the TEPCO Power Grid. We will continuously and proactively cooperate in responding to natural disasters that occur in other areas to fulfill our responsibility of providing a stable electricity supply.



Emergency power transmission with high voltage power generators (Image is for illustrative purposes.) (April 2016)

● Relevant data

Policy			
Emergency Policy	Established	Included in the Disaster Mitigation Plan https://www.kansai-td.co.jp/corporate/information/2020/pdf/20200605_1_01.pdf	
	2018/3	2019/3	2020/3
Number of participants in company-wide comprehensive disaster response training	847	907	908
Participation in disaster response training sponsored by concerned external organizations	—	—	79