

# Communities

SOCIAL 

## Maintaining an ongoing community dialogue

### ► Policy and Concept

#### ● Revitalizing local communities and developing our Group through communication

As a business operator closely linked with local communities and lives of their inhabitants, our Group fully recognizes that our own development is not conceivable without the development of local communities associated with our business activities. We are therefore striving to revitalize these communities and local economies.

Going forward, we will continue to promote closer communication with residents and provide solutions to meet a wide variety of requests from our customers and residents, thereby revitalizing local communities and furthering development within the Group.

### ► System

#### ● Community relations system

The Kansai Electric Power Co., Inc.: Regional Relations Group, Office of General Administration

Kansai Transmission and Distribution, Inc.: Regional Communications Group, Regional Communications Department, etc.

### ► Goals

Maintain and build relationships of trust with local communities

### ► Efforts

#### ● Strengthening communication and cooperation with local communities

We have been engaged in bilateral communication with local governments and other organizations regarding energy situations and the Group's business as a whole. Specifically, we hold tours of Group facilities and study sessions to facilitate deeper understanding of our business. On these occasions, we receive many different opinions and requests, which are shared with management, relevant divisions, and those working at the forefront and utilized to improve our business operations through discussions at internal meetings and by other means. These efforts have also led to proactive measures to resolve energy issues and other regional issues.

In response to the recent immense damage from typhoons and other natural disasters, we are bolstering cooperation with local governments in the event of a disaster.



Study session with local governments



Observation of training by local governments

#### ● Relevant data

	FY 2021	FY 2022	FY 2023
Number of activities to promote understanding by local governments	About 8,300	About 9,100	About 8,400



## Promoting “community energy business” aimed at solving issues and increasing value in the region

### ► Policy and Concept

#### ● Efforts for regional stimulation

With the diversification of customer needs and those of society at large in and beyond the energy domain, our Company has been carefully monitoring trends to determine exact requirements. We seek to support regional revival and invigorate local economies with a commitment “to create the future together through dialogue.”

### ► System

The Kansai Electric Power Co., Inc.: Customer Solution Division

### ► Goals

Achieve business growth within the Group by creating sustainable and vibrant communities

### ► Efforts

#### ● Contributing to regional revival through solutions

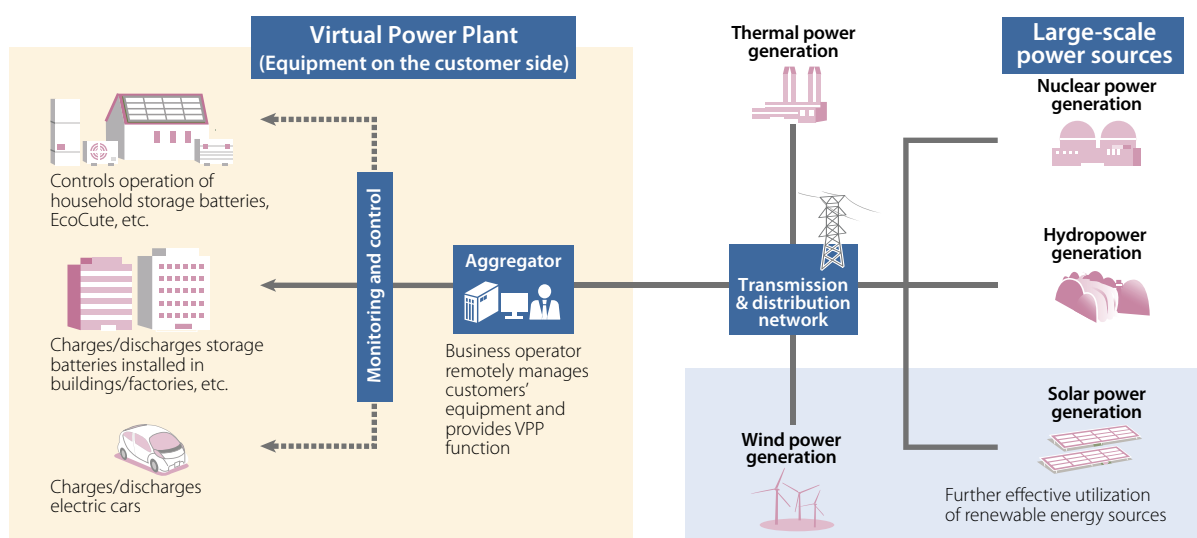
Based on issues and needs faced by our customers and regional communities, the Group is working to develop new solutions and creating sustainable and vibrant communities through “community business,” which provides broad-ranging solutions coordinated according to needs.

To date, the Company has been involved in efficient energy use in communities, such as the introduction of district heating and cooling utilizing unused energy in the Nakanoshima area, area bulk power receiving in the Suita City Expo Smart Community, and a virtual power plant (VPP)\* demonstration making headway toward the introduction of new technology.

We will continue to work on “community business” as the Kansai Electric Power Group, accompanying the development of local communities as we grow together with local governments and residents.

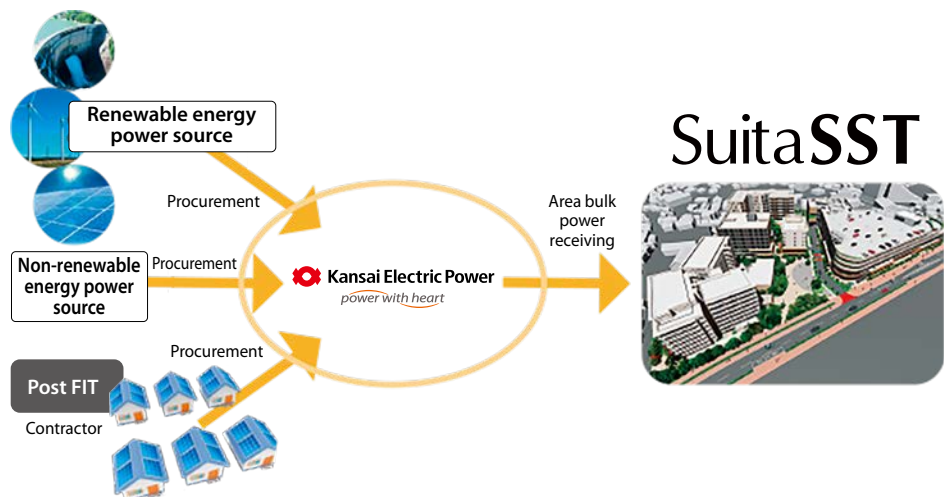
\* An IoT-based technology that remotely controls resources scattered in multiple regions (storage batteries, EV, etc.) in an integrated manner, so as to make them function like a single power plant

#### ◆ Virtual Power Plant overview



## ● Japan's first Renewable Energy 100 Town—Suita Sustainable Smart Town—

Japan's first Renewable Energy 100 Town was launched in April 2022, where area bulk power receiving, renewable energy, and non-fossil fuel certificates are used to power the whole town virtually and exclusively with renewable energy. Solar power generation facilities, storage batteries, and EVs, meanwhile, contribute to improving resilience to emergencies.



## ● Providing “area management support” services and “last one mile transport” services in Smart Eco Town Hoshida

In the Smart Eco Town Hoshida, which is being developed by Kanden Realty & Development, we support proactive efforts in the community to enhance the value of the area by focusing on providing support for community building and management, along with services in collaboration with other businesses, such as town security maintenance and car-sharing.

For greater convenience in the area and in conjunction with the several nearby supermarkets, the new community delivery service “Linkuru-san” has started. Through these services, we are committed to improving the satisfaction of residents and businesses in local communities.

## ● Business operation support for the Regional Microgrid Project and other projects in Toyooka City

In the construction of a regional microgrid\* in a core industrial park in Toyooka City aimed at boosting regional resilience and promoting the spread of renewable energy, the Company provided operational support to realize self-supplied electric power in the region in the event of power outages due to a disaster or other reasons. E-Flow, a wholly owned subsidiary of the Company, was contracted to operate large-scale storage batteries installed in the industrial park. We will continue to work toward enhancing resilience and business viability in the region.

\* A system that enables local production for local consumption of energy in the event of power outages due to disasters such as earthquakes and typhoons by generating electricity from solar power and other renewable energy sources, controlling the amount of electricity with the use of storage batteries, etc., and utilizing existing power distribution lines within a limited local community

## ● Kurobe Specified Electricity Transmission and Distribution Project

In conjunction with the opening of the Kurobe-Unazuki Canyon Route to the public and the introduction of travel products, we started supplying electricity to mobile base stations in 2023 in cooperation with Toyama Prefecture and major mobile carriers. This will enable the use of mobile phones in the Kurobe Gorge and in high areas of the mountains, which used to be dead zones for cell phone reception (out of service areas), not only improving convenience for tourists and ensuring the safety of climbers but also contributing to securing lines of communication in the event of a disaster. In implementing this project, the Company became the first former general electric utility to obtain a registered specified electricity transmission and distribution license in 2023.

## ● Establishment of decarbonized thermal energy supply to a district heating and cooling system in Kobe New Eastern City Center (Wins New Energy Award 2023)

Kobe Heating and Cooling Supply Co., Ltd.\*, in which we hold a stake, Kobe Steel, Ltd., Osaka Gas Co., Ltd., and the Kansai Electric Power Co., Inc. received the New Energy Foundation Chairperson's Award in the Regional Symbiosis Category at the New Energy Awards 2023, in recognition of a joint initiative in establishing decarbonized thermal energy supply to a district heating and cooling system in the Kobe New Eastern City Center.

With electricity from 100% renewable energy sources utilizing non-fossil certification and carbon-neutral city gas, this initiative obtained customer approval and achieved a decarbonized heat energy supply. This is a first-rate system in Japan's district heating and cooling sector that has incorporated environmental value into the heat rate structure.

\* Funded jointly by Kobe Steel, Ltd. (51.0%), Osaka Gas Co., Ltd. (24.5%), and the Kansai Electric Power Co., Inc. (24.5%), the company commenced heat supply business in April, 1998.

## ● Relevant data

	FY 2022	FY 2023	FY 2024
Total number of sustainable community development plans realized*	15	17	17

\* Figures representing the Company only

\* Results at the end of June 2023



## Coexisting with local communities

### ► Policy and Concept

#### ● Implementation of activities for coexisting with local communities

The Kansai Electric Power Group Code of Conduct sets out the obligations of the Group, as a business closely connected to local communities and people's everyday lives, in proactively handling issues faced by local communities to revitalize economies and communities in cooperation with different stakeholders. The Group has been conducting social contribution activities through its business activities in accordance with the Code of Conduct.

Today, as social issues are becoming more pressing and clearer, such as the population declining and environmental issues, we established the Kansai Electric Power Group Social Contribution Activity Policy in June 2024, aiming at conducting social contribution activities more actively than ever, including those as a corporate citizen.

Utilizing its management resources, the Group will actively work to solve regional and social issues and revitalize communities through its activities both as a business and as a good corporate citizen. We will also support the active participation of individual employees in social contribution activities.

#### ◆ Kansai Electric Power Group Social Contribution Activity Policy

We wish to be a source of power for our local communities and society

The Kansai Electric Power Group has established this Social Contribution Activity Policy. We respond to the expectations of our local communities and society through our business activities and carry out various activities, as a good corporate citizen, in accordance with this policy.

- (1) We proactively work with various stakeholders to resolve issues faced by our local communities and society and to revitalize communities for sustainable development.
- (2) We value dialogue with our local communities and society and utilize our management resources.
- (3) We respect the voluntary efforts of individual employees and support their active participation in social contribution activities.

[Priority areas] Environmental conservation, Community revitalization, and Growth of future generations

### ► System

The Kansai Electric Power Co., Inc.: Office of Corporate Communications

Kansai Transmission and Distribution, Inc.: Regional Communications Department, etc.

### ► Goals

Proactive contributions for coexisting with local communities

### ► Efforts

The Kansai Electric Power Group is committed to resolving issues in local communities and society and revitalizing communities with a focus on the priority areas specified in the Kansai Electric Power Group Social Contribution Activity Policy.





## ● Environmental conservation

We are engaged in cleaning activities and preservation of the ecosystem around power plants utilizing the Group's expertise, helping local residents beautify their surroundings.



Cleaning of streetlamps around Himeji Castle using an aerial work platform



Trash pickup during Environment Month



Stocking red spotted masu trout in the Kiso River



Living green screen activity at an elementary school

## ● Community revitalization

We are supporting traditional culture, arts, and sports rooted in the community and are working together with local residents to contribute to and revitalize the community.



Electrical wiring inspection for Gion Festival floats, Kyoto



Volunteer at Lake Biwa Marathon 2024



Cooperation in the Osaka Classic 2023

### ◆ Kanden Collab Art

Since 2001, we have been holding Kanden Collab Art exhibit that provides an opportunity for individuals with disabilities to display their works. Visitors can appreciate the art and sense the potential of the artists. Award-winning works and other information can also be seen on our website.



Open exhibition (Grand Front Osaka)



2023 best award-winning work



## ● Growth of future generations

We hold information sessions and classes for elementary and junior high school students for the purpose of creating opportunities for people from all walks of life to think together about the importance of the energy mix and zero-carbon emissions.



KidZania Koshien (Kansai Transmission and Distribution, Inc.)



Energy class



Running a booth at a local event

## ● Support for employees engaged in social contribution activities

To support employees engaged in community activities or volunteer programs, we established a volunteer time-off program, among other initiatives. Our Social Contribution website on our corporate portal provides information on the activities of volunteers and various workplaces. In response to the Noto Earthquake of 2024, we have relaxed the conditions of our volunteer time-off program to support employees who are willing to participate in volunteer activities in afflicted areas. We have also donated 50 million yen to the Japanese Red Cross Society for reconstruction in the afflicted areas.

## Active communication inside and outside the Company

### ► Policy and Concept

#### ● Communication inside and outside the Company through public relations and public hearing activities

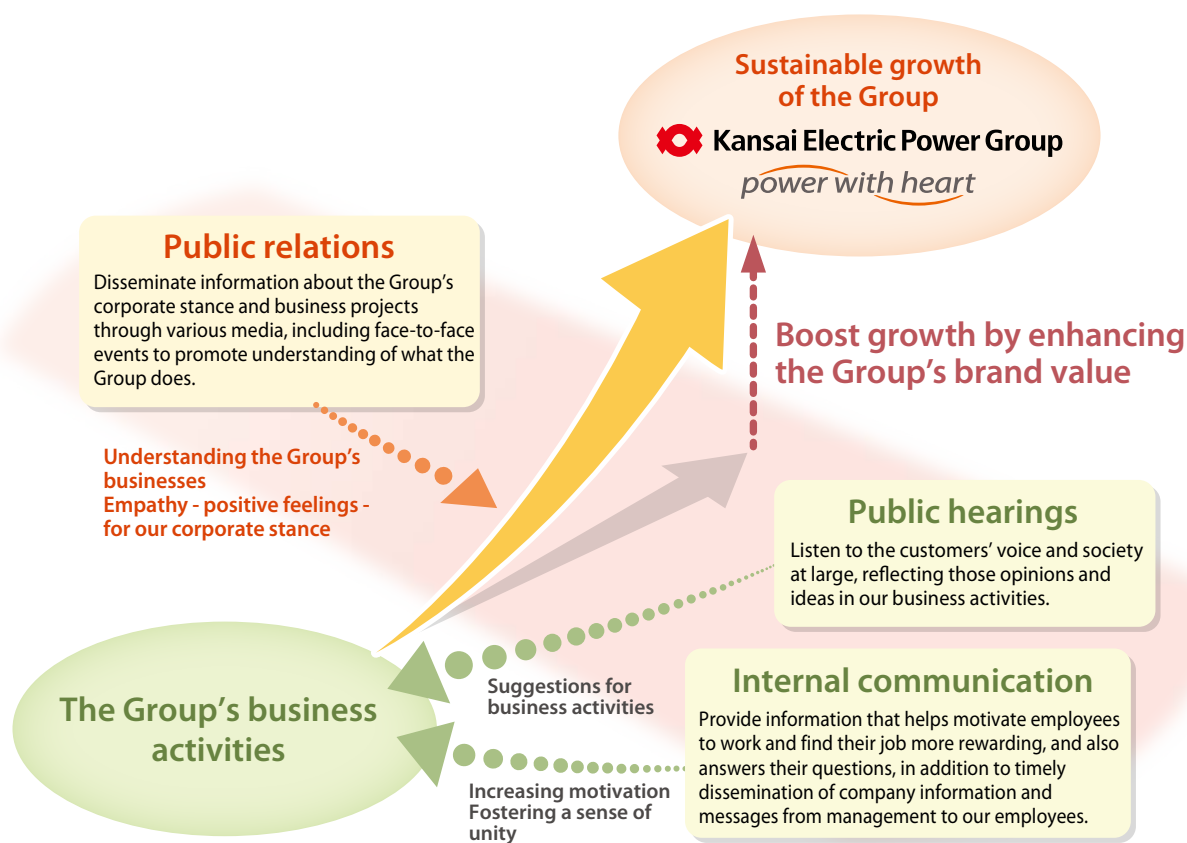
Through public relations and public hearing activities, we deliver information to our stakeholders in an appropriate manner to promote their understanding of our Group businesses. Opinions and requests are shared with management and employees and reflected in our business activities as an effort to establish bilateral communication to maintain a sense of trust.

We will seek their understanding of our Group businesses and conduct highly transparent and open business activities with the thought, "We wish to be a source of power for our customers and communities by serving them with sincerity and passion" represented by our brand statement, "power with heart."

### ► System

The Kansai Electric Power Co., Inc.: Office of Corporate Communications

Kansai Transmission and Distribution, Inc.: Regional Communications Department, etc.



### ► Goals

Supporting smooth business activities and driving medium- to long-term growth through communication that goes a step beyond, leading to stronger engagement with customers, communities, and employees



## ▶ Efforts

### ● Improving information disclosure to stakeholders

Through our securities reports, corporate governance reports, integrated reports, etc., the Group proactively discloses financial information to shareholders and other stakeholders, such as the Company's financial position and operating results, as well as nonfinancial information related to management strategies and issues, risks, and governance. Regarding contents stipulated by the Companies Act and other laws as well as information that is considered to be useful for dialogue with our shareholders and other stakeholders, we strive to offer detailed and accurate explanations that add value. We also provide overseas investors with information as needed through English-language media.

The Group facilitates constructive dialogue with its shareholders and investors to gain their understanding of the Group's basic stance, encompassing legal compliance, and basic management policies including our medium-term management plan. By reflecting the opinions we receive in our approach to business management, we will, over time, restore the trust of our stakeholders and build a solid relationship based on trust.

### ● Working with the media

Information reported by the media has a significant impact on stakeholder perceptions of and attitudes toward our Group. For this reason, it is necessary to deliver information in a timely and appropriate manner. We hold press conferences with our president and make other efforts to provide information to the media actively, as well as we respond to media inquiries to promote understanding of our Group business operations. We are also diversifying our information dissemination methods by a variety of means, including webcasting press conferences.

### ● Delivering information through mass media

We utilize various forms of mass media to convey information about the Group's business activities carried out with the thought represented by our brand statement, "power with heart," to customers and other members of society in an easy-to-understand manner. By vitalizing communication with more customers using tools such as TV commercials, online video advertising, newspaper ads, websites, web magazines, social media, and PR magazines, we seek to gain understanding and trust in our Group's business operations.

#### ◆ TV commercials, online video advertising, and newspaper ads

Television commercials and online video advertising can convey information in an easy-to-understand manner with images and music, while newspaper advertisements enable readers to take time to review relatively large amounts of information. Taking advantage of the strengths of each type of media, we provide information on our Group initiatives.



Our TV commercial

#### ◆ Our website

Our website provides information on corporate activities such as safe and stable energy supply, sustainability (ESG) initiatives, investor relations, and recruitment activities. We are continuously working to improve our website, to make it easier for customers to view and understand. One new improvement is review of the layout of the top page from the viewer's perspective.



Our Company's website

#### ◆ Our web magazine KANDEN WITH YOU

We provide up-to-date and detailed topics that our customers may be interested in, and information that our Group wants everyone to know, such as trends in the Kansai Area and useful information.



KANDEN WITH YOU



KANDEN WITH YOU





### Social networks

We utilize social media in the hope that the information on the Group's businesses will strike a chord with customers. On Facebook and X, we use photos and videos for posts focused on employees performing their work and for bilateral communication. In addition, X also serves as a communication tool for us to promptly disseminate information in the event of a disaster. Additionally, short life hack videos are provided on Instagram and TikTok with information useful for viewers' daily lifestyles, including energy-saving and money-saving techniques.



Our Group's Facebook account



Our Group's X account



Our Company's Instagram account

### Publishing videos online

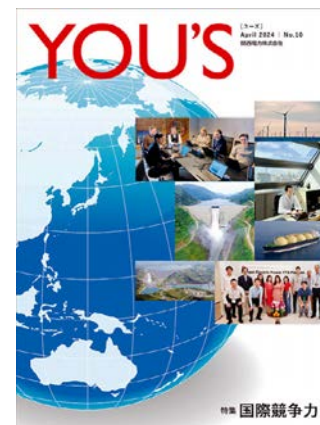
To help our stakeholders deepen their understanding of the energy mix and the realization of a zero-carbon society, along with the business activities of the Group, we released web videos connected to TV commercials and collaborative videos with popular YouTubers.



Web video connected to TV commercials

### Our PR magazine YOU'S

We publish a PR magazine YOU'S to promote a deeper understanding of our Group's business. Themed on matters of interest to our customers and society at large, it connects the Group with readers by featuring interesting and useful information. In addition, a page dedicated to YOU'S has been created on our Company's website.



YOU'S

### Fan base initiatives

The Group launched the Kanden Fan Base Project in fiscal 2021 with the aim of creating an even better future by placing greater value on communication with our customers than ever before, growing together and creating content and activities that resonate with them. In fiscal 2023, the Group launched the fan-based community site "Fanden" to increase interaction with our fans online, as well. We are developing our fan base initiatives through face-to-face events and other means.



Kanden Fan meeting



Kanden Fan event

### Efforts to promote understanding about energy

To create opportunities for people to think together about the importance of the energy mix and zero carbon, we hold information sessions and classes for elementary and junior high school students, using our ingenuity to develop programs that include a VR-based simulated power plant tour experience to facilitate understanding. In addition, we offer online tours where applicants can participate remotely from their computers or smartphones, see the inside of our power plant, and communicate with plant staff; it's an experience that simulates going on a tour without visiting the actual site.



Energy class



Online power plant tour



## ● Vitalizing internal communication

Information on important matters in business management, such as our management philosophy and initiatives set out in the medium-term management plan, our Group businesses, efforts made by individual workplaces/employees, and similar topics are disseminated internally in a timely manner through our in-house newsletter, "The Kansai Denryoku Shimbun," and corporate portal. With the aim of enhancing employee engagement, we are advancing initiatives to deepen bilateral communication between management and employees, as well as between employees themselves. For communication among employees, on the corporate portal, we have created "Minna de Talk (*Let's talk together*)," a bulletin board where employees can use pseudonyms to open-mindedly exchange their opinions on different topics, such as hacks for better work-life balance or for making their jobs more productive.



Message from the management



The Kansai Denryoku Shimbun (January 2024 issue)

## ● Reflecting the voice of society in our business activities

The Group pays attention to the voices of stakeholders, shares the opinions and requests received with management and employees, and reflects these opinions and requests in our business activities as part of our efforts to earn trust.

## ● Relevant data

	FY 2021	FY 2022	FY 2023
Number of activities to promote understanding by local governments	About 8,300	About 9,100	About 8,400
Volunteer time-off program	39 (63 days)	53 (64.5 days)	50 (61 days)
Number of social contribution activities (including on-site classes)	836	1,086	1,517
Amount of social contribution activities <sup>*1*2</sup>	2,052 million yen	1,821 million yen	2,027 million yen
Amount of donations made in the above figure	209 million yen	104 million yen	171 million yen

\*1 From fiscal 2020 onward, figures include part of the amount of social contribution activities through business activities.

\*2 Fiscal 2021 and 2022 results include part of labor costs related to social contribution activities.

