

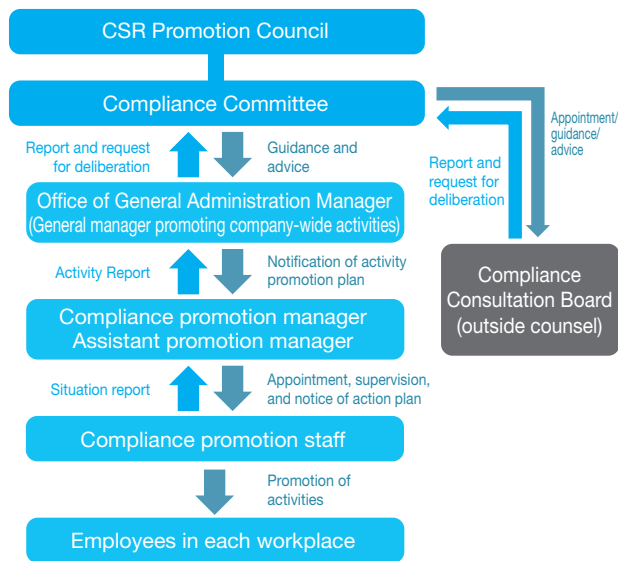
Strict Enforcement of Compliance

Pursuing compliance activities that engage the entire Group

Compliance promotion system

To promote compliance at each workplace, department and branch office heads with compliance responsibilities are appointed as compliance promotion managers. They assign staff (primarily personnel at the level of section chief) as compliance promotion staff members who play a key role and initiate autonomous activities in their respective workplaces.

■ Kansai Electric Power Group Compliance System



Supporting the autonomous initiatives of Group companies

In May 2013, we held a Compliance Information Exchange Meeting for Group Companies in order to promote shared recognition of the importance of compliance among our various Group companies. In addition, we held on-site interviews at a total of 11 Group companies in an attempt to identify any challenges they were encountering.

Since FY 2007, we have been providing “On-site Compliance Training” at Group companies. In FY 2013, a total of 33 on-site training sessions were held at 20 companies.

In FY 2014, we intend to continue promoting compliance throughout the Group by making the most of opportunities that arise while continuing to support the initiatives of Group companies.

Supporting the development of initiatives at our various workplaces

Working proactively to raise awareness, the compliance promotion staff at each workplace play a key role in holding workplace discussions more than once a year in order to share awareness of compliance risks that might be hidden in routine operations.

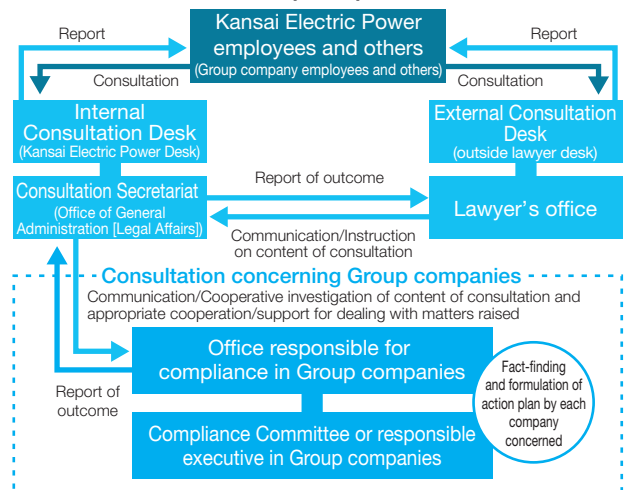
In addition, the Legal Division of the head office holds discussions with the compliance promotion staff regarding past compliance violations and reconfirms the perspectives required to ensure compliance. In FY 2013, these discussions were held at 15 locations.

Targeted Enhancement of the Compliance Consultation Desk

Our Compliance Consultation Desk is open not only for employees of Kansai Electric Power Group companies but also for our business partners. This enables us to establish a system that collects a wider range of risk information.

Beginning in September 2013, we changed our consultation desk to accept anonymous consultations in order to enhance its function and provide more approachable service.

■ Kansai Electric Power Group Compliance Consultation Desks



Promoting information security countermeasures and ensuring thorough protection of personal information

Promoting information security management

In order to build a strong business foundation capable of supporting growth over the medium and long term, Kansai Electric Power established the Infrastructure Development Committee, chaired by the Vice President. The management of information security remains one of the most important issues addressed by the committee, which deliberates on the formulation of annual plans and ongoing progress.

Specific measures targeting information security management

1 Organizational measures

- Appointment of the General Manager of Business Innovation and IT Headquarters as Chief Privacy Officer
- Appointment of an Information Security Manager in each workplace
- Adoption of in-house rules regarding information security

2 Personnel measures

- Provision of training through e-learning for Information Security Managers and all employees
- Provision of group training for new employees, managerial staff members, and other groups
- Self-checking and third-party-checking for status of compliance with in-house rules related to information security
- Engaging in workplace discussions using case studies and the like
- Adoption of steps to prevent information leakage through file sharing software and the like
- Training for all employees against attacks by targeted e-mails.

3 Physical measures

- Introduction of IC cards (employee identification cards, etc.) to control access to offices
- Adoption of office zoning with partitions
- Adoption of strict document management using shredders and locking cabinets

4 Technical measures

- Using IC cards (employee identification cards, etc.) for authorization of computer users
- Checking by immediate managers to prevent fraudulent use of customer information systems
- Automatic encryption of electronic files taken off company premises
- Use of system logs to prevent fraudulent operation by system managers
- Limitations on connection of external storage media to corporate computers
- Introduction of mechanisms to prevent unauthorized access and theft of information through cyber attacks

Enhancement of information security by IC cards (employee identification cards, etc.)



Individual authorization for logging on to the enterprise network



Monitoring electric locking/unlocking of doors and entrance and exit history

Initiatives for protecting personal information

Fully aware of the importance of protecting personal information, Kansai Electric Power has undertaken a focused effort to establish in-house rules based on laws and regulations, including the "Act concerning Protection of Personal Information." In FY 2013, all employees received training in the protection of personal information that focused on recent events in order to impart a deeper understanding of the issues.

To raise awareness among individual employees

Maintaining strong employee awareness of information security is essential to our overall security. Toward that end, we provide awareness-raising initiatives for all our employees. The Information Security Manager monitors the extent of compliance with the rules at each workplace, and an in-house third party confirms the results, demonstrating our commitment to early detection of problems and corrective action. The Information Security Manager plays the key role, with each workplace identifying its own problems from the results of the above check, takes action autonomously, resolves problems, and implements ongoing improvements.

Ensuring the information security of the entire Group

To ensure the information security of the entire Group, we formulated the Kansai Electric Power Group Information Security Guidelines. Our Group companies plan and implement autonomous initiatives based on these guidelines. Kansai Electric Power provides guidance and support appropriate to the characteristics of the respective Group companies. As a result, in FY 2013, all Group companies reached the information security level stipulated in the guidelines.