

# Conducting all business activities based on our CSR Action Principles

## CSR Action Principles

### 1 Safe and Stable Delivery of Products and Services As Chosen by Customers →P38

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 product and services safely and stably.

### 2 Proactive Approach with a View to Creating Ever Better Environment →P48

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.

### 3 Proactive Contributions to Development of Local Communities →P61

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.

### 4 Respect for Human Rights and Development of Favorable Work Environment by Taking Advantage of Diversity →P64

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.

### 5 Highly Transparent and Open Business Activities →P69

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.

### 6 Strict Enforcement of Compliance →P72

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.

CSR Action Principles

1

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

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## Ensuring diverse power sources for stable supply

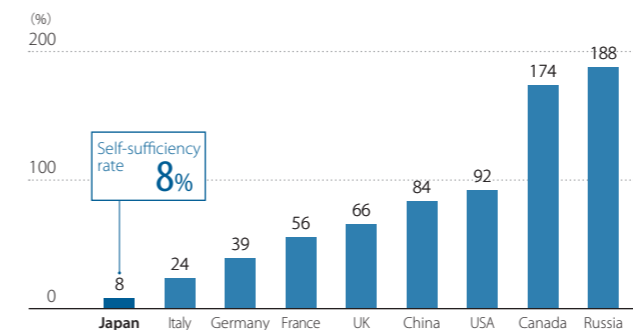
### Energy risks faced by Japan

Japan's energy self-sufficiency rate is only around 8%; for most of its power needs, Japan must rely on imported energy. Japan imports much of its crude oil and liquefied natural gas (LNG) from the Middle East, where political conditions are unstable. Overdependence on these sources of energy presents risk in terms of both price and the stable supply of energy. In contrast, the uranium used in nuclear power plants is widely distributed throughout the world, and many of the nations where it is produced are politically stable, which enables a stable supply of uranium. To ensure stable future energy supplies, it is vital to maintain diversified resource procurement and an optimal mix of electric power generation methods.

### Energy mix

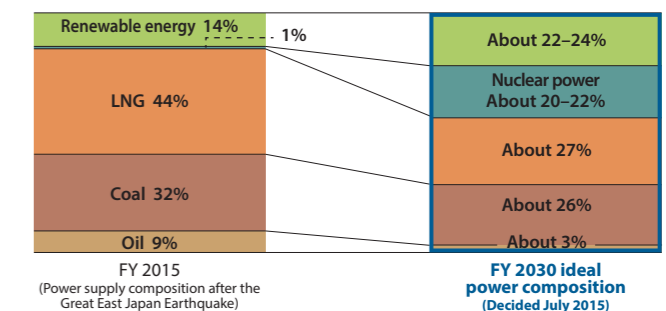
In July 2015, the government established a long-term energy supply and demand outlook (energy mix) that expresses how energy supply and demand should be in Japan for fiscal 2030. Within this, nuclear power is specified to have a fixed ratio of 20–22% of the total power supply composition. Furthermore, while recognizing limitations including those related to the environment and location, a goal of approximately doubling the fiscal 2014 levels to 22–24% is indicated for the incorporation of renewable energy.

### Energy self-sufficiency rates of major countries (for 2015, except 2016 for Japan)



Source: Federation of Electric Power Companies of Japan, "Consensus document on nuclear power"

### FY 2030 energy mix

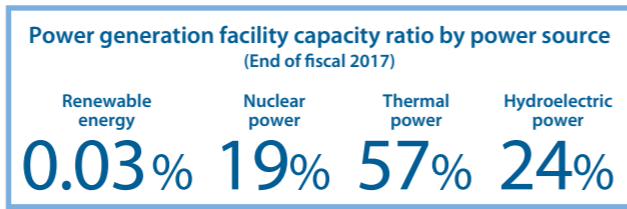


Created based on the Agency for Natural Resources and Energy's "Long-term Energy Supply and Demand Outlook" (July 2015), "Documents Related to the Long-term Energy Supply and Demand Outlook" (July 2015) and other materials

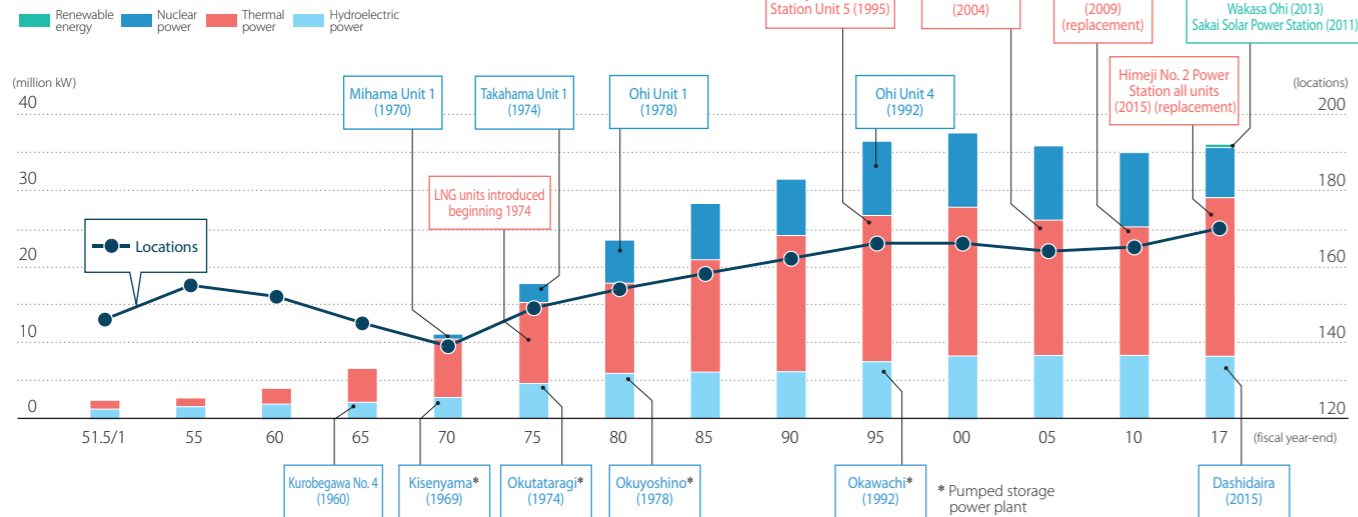
1 Safe and Stable Delivery of Products and Services As Chosen by Customers

### Facilities configuration based on S+3E

To carry out our mission of providing customers with high-quality, economical electricity on a stable basis, Kansai Electric Power has adopted the "S+3E" approach, which places top priority on Safety in the effort to achieve Energy security while maintaining a focus on Economy and Environmental conservation. Through this approach we work to achieve a well-balanced combination of nuclear, thermal, and renewable energy power generation.



#### Changes in power source composition

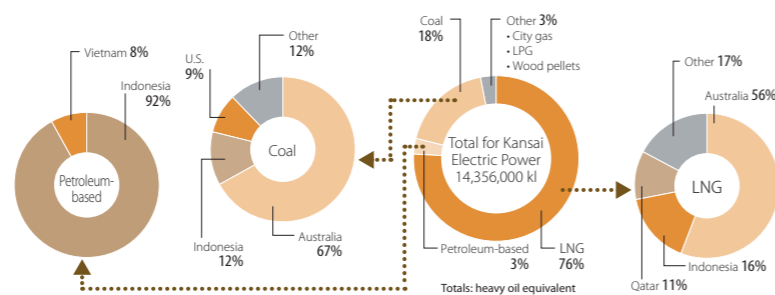


### Flexible and stable fuel procurement

#### Approach for stable fuel procurement

Fossil fuel faces a variety of problems, such as concentration in certain regions and political instability in the producing countries.

In order to procure fossil fuels stably, economically and flexibly, our company is involved in every stage from fuel production to receiving. We also work to diversify procurement sources and pricing formula.



#### Establishment of a new company to achieve flexible LNG procurement and sales

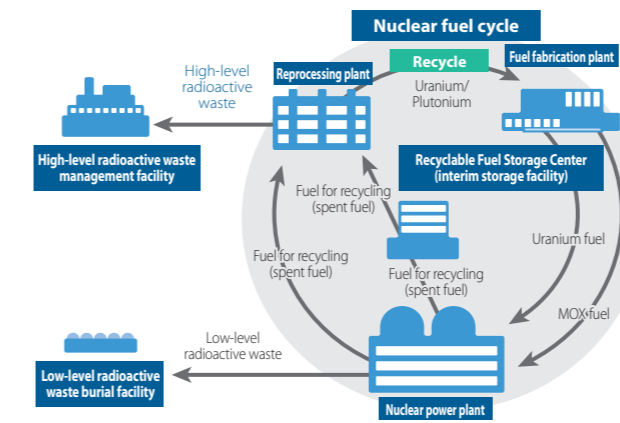
In April 2017, we established KE Fuel Trading Singapore Pte. Ltd. as a new company with the purpose of strengthening LNG procurement and sales in Singapore. To procure and sell adequate amounts at proper opportunity with stability, adaptability and economy, we approach by building a structure capable of reacting to fluctuation of demand and other factors, and by expanding our information gathering network in Singapore, which is an LNG trading hub in the Pacific region.



### Securing stable energy through the nuclear fuel cycle

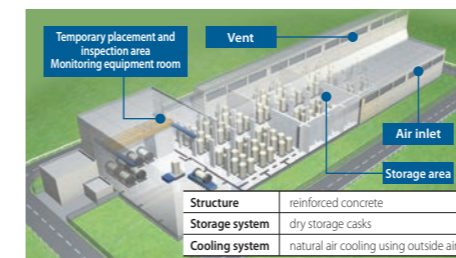
#### Nuclear fuel cycle

Nuclear fuel is stably procurable and we can obtain a large amount of electricity from a small amount of fuel. After a fuel loading, a reactor generates electricity for more than a year. For this reason, nuclear power is said to be a "semi-domestic energy resource." In addition, spent fuel contains reusable elements (uranium and plutonium). The elements can be reprocessed and loaded once again as fuel. Overall, the nuclear fuel cycle is a practical way to secure stable energy for Japan, a resource-poor country.



#### Recyclable Fuel Storage Center

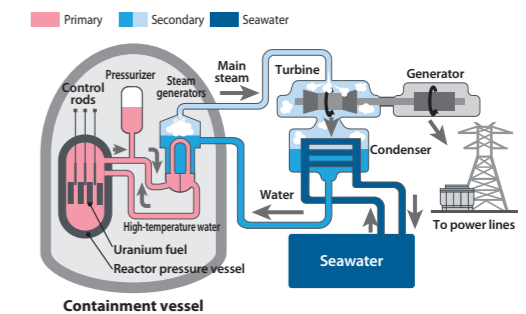
Because spent fuel can be reprocessed and used again, it is called "recyclable fuel." Until recyclable fuel is reprocessed, we temporarily store it (interim storage) in a recyclable fuel storage center, which is an interim storage facility. By adjusting the time until reprocessing, we enable the stable operation of power plants into the future while advancing the nuclear fuel cycle. Our company prepared a "Plan to promote measures for spent fuel" in 2015, and we are working as a unified company on efforts toward obtaining sites and promoting understanding about the necessity and safety of it widely among the public in power consuming areas.



### Initiatives prioritizing safety at nuclear power plants

#### Nuclear power generation

Nuclear power generation uses the heat energy of uranium fission to create steam. The steam drives turbines that generate electricity.



#### Enhancing nuclear power safety and reliability

Kansai Electric Power is carrying out a variety of measures to minimize risk and ensure sufficient safety at its nuclear power plants.

#### Ensuring nuclear power plant safety

Nuclear power plants are designed to include multiple safety systems to prevent a malfunction or human error from resulting in an accident, premised on the fact that machines break down and human beings make mistakes. In the unlikely event of a malfunction occurring, multiple safety functions come into action: detection of abnormalities at an early stage; automatic shutdown of the nuclear reactor; cooling of the fuel with cooling water; and containment of radioactive materials. In addition, based on a defense-in-depth policy, and naturally in compliance with the new regulatory requirements issued by the Japanese government in the wake of the accident at TEPCO's Fukushima Daiichi Nuclear Power Station in March 2011, Kansai Electric Power is taking safety measures to cope with a "severe accident" and other measures that go beyond the existing regulatory framework. We conduct inspections of and carefully monitor all facilities, carry out training as before, and run regular drills to practice responding to severe accidents. In these ways we strive to further enhance the safety and reliability of nuclear power generation.

#### Strict radiation control

To monitor the effects of radioactive substances on the surrounding environment, multiple monitoring stations and monitoring posts are located around each plant. Atmospheric radiation levels are monitored around the clock, and the data can be accessed on our website and elsewhere. In addition, Kansai Electric Power regularly samples soil, river water, seawater, agricultural products, and marine products in the vicinity of its nuclear power plants, and tests the levels of radioactive substances contained to monitor impact on the environment.

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

## Striving for business operations that further prioritize safety

### Efforts to prevent recurrence of the Mihama Nuclear Power Station Unit 3 accident

On August 9, 2004, an accident involving the rupture of secondary system piping occurred at Mihama Nuclear Power Station Unit 3. Based on the President's Declaration "Ensuring safety is my mission, and the mission of the Company," we have strictly implemented recurrence-prevention measures, with a firm determination that we shall never cause such accidents. Moreover, making every August 9th our "Safety Vow Day," every employee observes a moment of silence and reviews their CSR Conduct Cards on which they have written their own safe conduct oaths. Through these and other efforts, we are working to cultivate a safety culture in order to implement business management with safety as the top priority and prevent the lessons of the Mihama Nuclear Power Station Unit 3 accident from fading.



The president and others renew vows of safety and observe a moment of silence before a stone memorial

Safety Vow Memorial made of stone erected on-site at the Mihama Nuclear Power Station

### Fostering an unshakable group-wide safety culture

Based on the lessons from the Mihama Nuclear Power Station Unit 3 accident, we are continuing safety efforts that put preserving the safety of every person involved in the business activities of our company first. We share a strong belief that "we will not allow misfortune to occur to the colleagues who work with us or their families." This includes our partners and the staff of subcontractors. We are striving to cultivate a culture that prioritizes the assurance of safety and to practice safe conduct.

Safety first is set as a management criterion in our Management Philosophy. In addition, we aim to make "our beliefs about safety" and our Safe Action Declaration in the Kansai Electric Power Group Safe Action Charter\* further permeate the

group. We also convey the details of these principles to our subcontractors and deepen information sharing and communication. By doing these and other things, we are working to cultivate a group-wide safety culture that never wavers.

\* For details, refer to page 82.



Undertaking a safety activity in unity with a subcontractor

### Promoting efforts to further increase safety

In response to the accident at the Tokyo Electric Power Fukushima Daiichi Nuclear Power Station, we established our Commitment to Enhancing Nuclear Safety, which clearly states our ideals about nuclear power safety, as a company proclamation that is one of our most important company rules.

Based on this philosophy, we are working to further enhance voluntary sustained efforts to increase the safety of nuclear power generation.

#### Commitment to Enhancing Nuclear Safety

<b>Preface</b>	Every one of us shall remember the lessons learned from the Fukushima-Daiichi nuclear accident and ceaselessly strive to enhance nuclear safety to protect the people not only in the plant-hosting communities but also the whole country, and to preserve the environment.
<b>Characteristics of nuclear power generation and risk awareness</b>	Nuclear power generation has superior characteristics in terms of energy security, prevention of global warming and economic efficiency, and is an essential power source for the future. On the other hand, nuclear power generation has risks of radiation exposure and environmental contamination. Every one of us shall always bear in mind that once a severe accident happens due to lack of proper management, it could cause enormous damage to the people and the environment.
<b>Continuous removal/reduction of risk</b>	To enhance nuclear safety, we shall fully understand the characteristics and risks of nuclear power generation and continually remove or reduce such risks while identifying and evaluating them, never believing at any moment that we have reached the goal of ensuring safety. These efforts shall be conducted at each level of the Defense-in-Depth.
<b>Development of safety culture</b>	Safety culture is the basis for continuously removing or reducing risks. Since the accident of Mihama Unit No. 3, we have been reviewing and improving our safety culture, and we shall develop such safety culture. To this end, we shall always be ready to question anything, learn from others and listen to the voices of society and discuss issues uninhibitedly while respecting diverse opinions with further efforts.
<b>Commitment to enhancing nuclear safety</b>	Enhancing nuclear safety is the overriding priority in the company. It is also important to promote two-way communications with the people in the plant-hosting communities and the whole country, and to share common perceptions on nuclear safety. Under the President's leadership, every one of us shall work together to tirelessly enhance nuclear safety.

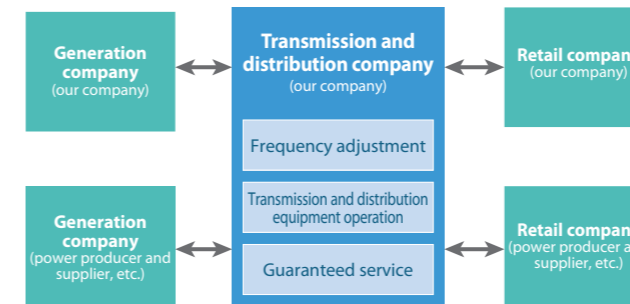
## Maintaining power supplies with the invariable safety and stability after the full liberalization of the retail electricity sales

### Preserving the quality of electricity in the new energy era

Every customer has been able to choose among power companies freely since April 2016. Along with the full liberalization of the retail electricity sales, we have positioned our corporate businesses into three categories—generation, transmission and distribution, and retail—that will continue to fulfill individual roles.

In order to assure stable supply from a neutral and fair stance, our transmission and distribution business will maintain the supply and demand balance for entire areas, construct and maintain transmission and distribution equipment and provide guaranteed\* service.

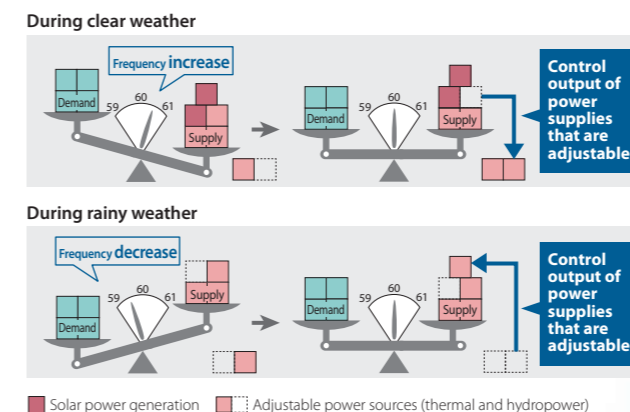
\* This service offered by ordinary transmission and distribution businesses is always provided for users who are unable to establish a supply contract with any retailer due to, for example, their withdrawal from the market.



### Maintaining electric power quality by adjusting supply and demand balances

We are working for the stable supply of power by adjusting the amount of power generated not only in response to fluctuations in the amount of power used by our customers but also in response to fluctuations in the amount of power used in the Kansai area.

In recent years, the incorporation of power generation from renewable energy sources has been progressing in Japan. The amounts generated from solar and wind power vary greatly over short periods of time due to weather changes. For this reason, along with actively contributing to the incorporation of power generation from renewable energy sources, we are working to maintain power supply and demand balances, voltages and frequencies by precisely adjusting the amounts of power generated by thermal power and pumped-storage hydropower plants, for example.



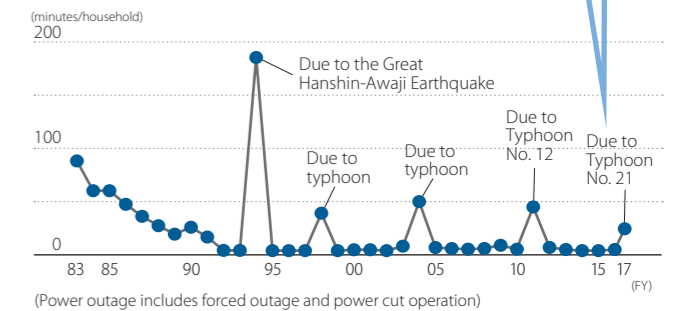
### To provide high-quality electric power

Kansai Electric Power works to operate power grids that provide a reliable link between power plants and consumers and optimize the configuration of facilities. We are also making thorough efforts to prevent failure recurrence. As a result of our efforts, we are maintaining one of the world's highest power quality levels in the transmission and distribution business.

We continue to develop new technologies and introduce new construction methods for the purpose of preventing failures and for swift recovery in the event an accident does occur. Equally important, systematic renovation is in progress for aging facilities.

**Fiscal 2017 power outage time**  
**15 minutes**

#### Annual duration of power outage per household



### Training the personnel who support safe and stable supply functions

Systematic drills are carried out on a continuous basis to train individuals and provide necessary specialized skills. Additionally, to properly preserve and pass on these techniques and technical skills throughout the Group we have a system in place that certifies as specialist technicians those individuals who have advanced technical capabilities and who demonstrate leadership. We have also introduced a system for ascertaining the technical capabilities of individuals, along with various other measures.

**Specialist technicians with specialized skills**  
**211 people**  
Individuals with high levels of technical ability and outstanding leadership qualities are selected and recognized (As of the end of May 2018)



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

**Preventing electrical accidents**

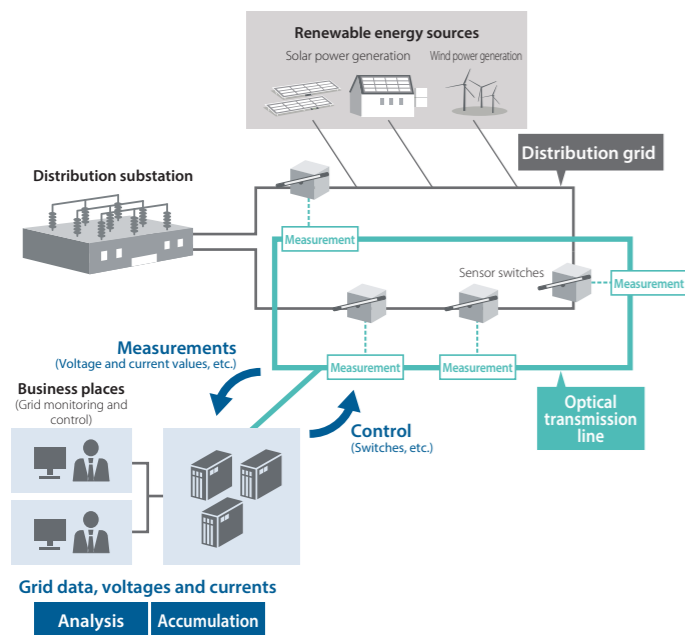
If something approaches, touches or damages one of our electrical facilities, including transmission and distribution equipment, injury due to electric shock, wide-area power outages and other serious impacts on society could occur.

In order to prevent such electrical accidents, we provide information about things that construction companies should be aware of during construction and that customers should keep in mind during daily life, for example, on our website and through various public relations activities.

**Enhancement of monitoring and control of power distribution grids using optical transmission lines**

The interconnecting of large amounts of renewable energy sources has made understanding the status of distribution grids important. For this reason, we are advancing the development of an optical transmission system capable of high-speed high-capacity communications in our automated power distribution system that monitors and controls the distribution grid. This will enable us to rapidly gather measurement data from sensor switches and other equipment and to accurately grasp the status of the distribution grid, including voltage fluctuations and reverse current flows, in real-time. Through optical transmission lines, voltages, current waveforms and measurement data with cycles as short as one second can be collected, contributing to the advancement of monitoring and control. Moreover, by accumulating and analyzing the collected data, we seek to increase the precision of load identification in the distribution grid. As we advance efforts toward optimizing facilities and improving usage rates, we will keep contributing to the stable supply of power even in an age with large amounts of interconnected renewable energy sources.

**Next-generation dispatching and control system**



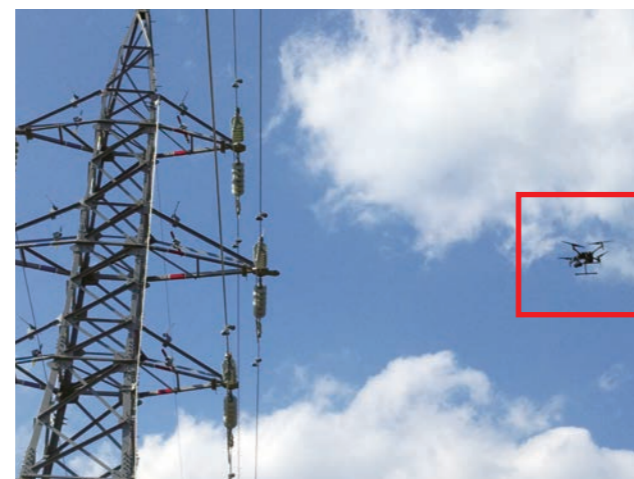
**Reliable handling of aging facilities with the goal of stable power supplies**

Since facilities that were constructed during the period of rapid economic growth are reaching advanced ages, we are handling them with certainty by systematically replacing them. The replacement of 500 kV transformers that we are undertaking at the Shigi Transformer Substation is one example of this. In undertaking the construction work, we have achieved shorter power outage periods by using new construction methods. In these ways, we are advancing the handling of aging facilities as we seek to maintain safety as the highest priority and stable power supplies.



**Facility maintenance using advanced technologies**

Many overhead power lines facilities are installed in mountainous regions, so when, for example, electrical accidents occur due to typhoons and lightning strikes, we would check on these facilities by traveling on foot around peaks and valleys. By using drones for some tasks including inspections of transmission line accidents, equipment abnormalities can be detected more quickly, enabling early recovery from accidents. Moreover, we are investigating whether or not facility maintenance can be made more efficient and advanced by using drones for facility inspections and other tasks beside transmission line accidents.



**Preparing for a natural disaster**

**Preparing for a major disaster**

Based on our mission of providing stable electric power, Kansai Electric Power promotes disaster mitigation initiatives that will strengthen facilities to withstand disaster. We have also put in place a disaster control system to enable rapid recovery from various kinds of natural disasters. In the event of Nankai Trough Earthquake, we will follow the basic plan for mitigating disaster announced by the Japanese government and take disaster response and recovery measures.

**Strengthening the disaster response system**

We are enhancing our response systems to prepare for rapid initial response to the occurrence of disasters. This includes the designation of individuals who would arrive at the workplace early and night watches by supervisors, along with the implementation of trainings focused on initial response several times a year. We are also seeking to improve employee skills in responding to disasters and increasing their awareness about disaster preparation. We implement annual companywide comprehensive disaster response trainings with a structure that incorporates the entire company and has the president as its chief. We do these things not only to prepare for the occurrence of earthquakes but also considering cases with severe conditions such as the occurrence of a nuclear power disaster at the same time or occasions when the balance of power supply and demand is tight.



**Number of participants in corporatewide comprehensive emergency response drills**  
**847**  
Corporatewide comprehensive emergency response drills (fiscal 2017)

**Strengthening collaborative ties with disaster response entities**

If a large-scale wide-area disaster should occur, there are limits to what our company alone could do to respond. For this reason, we also cooperate with governments, police, fire departments and other concerned external organizations as well as other power companies and do everything that we can to restore power as quickly as possible. In order to enable smooth mutual cooperation during times of emergency, we are working to build face-to-face

**Agreement made with West Nippon Expressway Company Limited for mutual cooperation during times of disaster**

On January 31, 2018, we made a formal agreement, which is the first of its kind for a private enterprise, between our company and West Nippon Expressway Company Limited (hereafter, "NEXCO West") for mutual cooperation during times of disaster.

As shown in the illustration to the right, we will be able to undertake rapid restoration efforts in areas that have suffered damage through mutual cooperation between our company and NEXCO West at times of disasters.

In addition to continuing to strengthen systems of mutual coordination and cooperation with concerned organizations, we will undertake safe and rapid power restoration when disasters occur, contributing to local communities by assisting restoration and recovery from disasters.

relationships with these groups at ordinary times. In addition to actively participating in the disaster trainings of local governments, we have made agreements for mutual cooperation with Ground Self-Defense Forces and Maritime Self-Defense Forces, and we are holding related meetings and trainings at least once a year. Moreover, we enter formal agreements with some local governments and outside organizations as necessary.

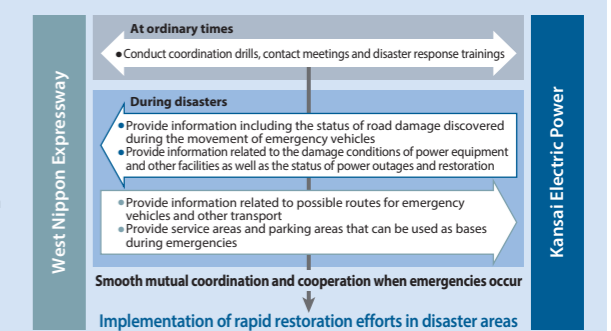
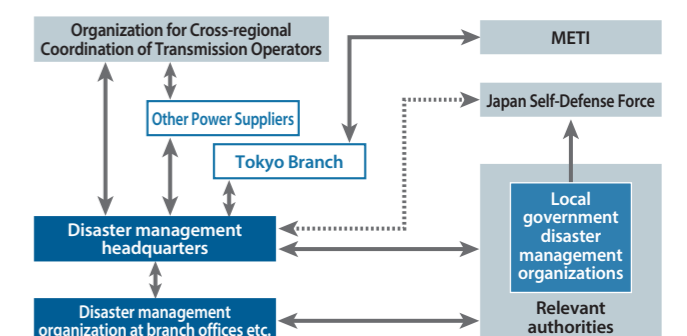


Training to load high-voltage generator vehicles on Maritime Self-Defense Force air-cushioned landing craft and to unload and drive them on a sandy beach.

**Preparation for disasters does not change even in a new business environment**

With the full liberalization of the retail market for power, numerous companies are entering the electricity business. As a result, power recovery measures once handled by Kansai Electric Power alone will be carried out by multiple suppliers. We will continue to work to provide stable power supplies considering also the legal unbundling of the transmission and distribution sector. In order to do so, we are seeking to cooperate actively with others, including the Organization for Cross-regional Coordination of Transmission Operators and new businesses.

**Emergency system for communicating with relevant authorities**



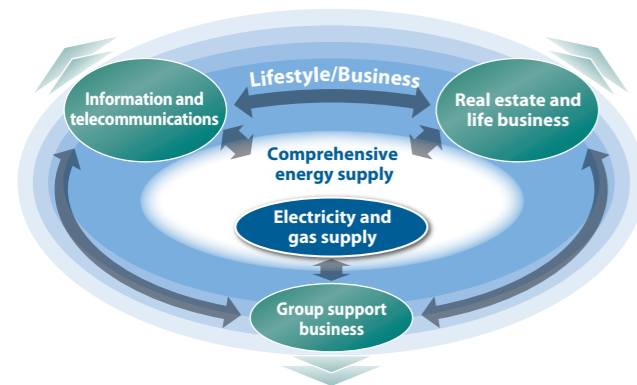
**1 Safe and Stable Delivery of Products and Services As Chosen by Customers**

## Providing services as a consolidated group

### Aiming to be “the best partner in daily life and in business”

Our corporate group has been meeting the various demands of our customers and society by offering total solutions that combine our services, including comprehensive energy supply which is mainly offering electricity, as well as telecommunications, real estate and business for daily life. We will continue to offer comfortable and convenient services that are mainly related to our comprehensive energy business. In addition, we provide services from our corporate group companies and other companies that have alliances with us to lead customers to choose our group, to realize further growth in the new energy era and to become “the best partner in daily life and in business.”

#### Business areas for strong growth



### Services for residential customers

Since April 2017, we have begun providing “Kanden Gas” and we have lowered electricity rates two times. Since February 2018, we have started to offer “Nattoku Packs” that combine our electric and gas services to encourage more and more customers to choose both our electricity and gas. In addition, we are offering a variety of services that support daily life, including our “Kaketsuke Electricity Service” and “Hapi e-Kurashi Support.” As a comprehensive energy company that is offering both electricity and gas, we will keep making efforts to lead customers to choose our group for both price and service.

(See page 47 for details about each type of lifestyle support service and page 23 for details about Kanden Gas.)

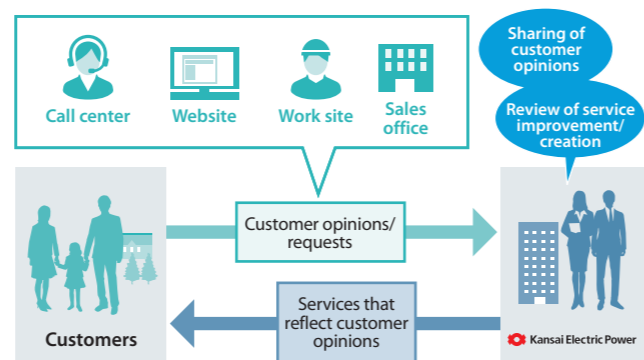
**Number of improved cases based on customer feedback**

# 101

We are currently discussing improvement ideas for 52 cases as of the end of March 2018

### Service improvement and service creation to reflect the opinions of customers

We work to improve and create services in response to requests received from customers through our call center, website, etc.



#### Examples of improved services that reflect customers' ideas and requests

**Example of service improvement**

**Customers want more extensive services that support daily life**

We are adding new services on Hapi e-Miruden and Hapi e-Point programs one after another!

**はぴえみるでん Hapi e-Miruden**  
**Support for Amazon Alexa**  
 Linking Hapi e-Miruden has made it possible for users to check electricity and gas rates as well as point balances through audio.

**はぴえみるでん Hapi e-Miruden**  
**Started cooperation with Repohappy**  
 This service that delivers private invitations from popular shops can now be used.

**はぴえポイント Hapi e-Point**  
**Started exchange with “local government points”**  
 Hapi e-Points can now be exchanged for local government points.

#### Customer satisfaction survey

We are conducting “customer satisfaction surveys” to gather customer opinions about our staff’s activities when they visit customer homes and their impressions of call center staff. We are receiving high evaluations from customers, especially for our “Kaketsuke Service” that dispatches electrical professionals when customers have troubles such as unexpected lights at home going out unexpectedly. We will continue striving to deliver electricity, comfort and safety.

# 96.4%

**of the customers who used our Kaketsuke Service were satisfied**

### Create new services and value that meet customer needs

At K-Opticom Corporation, we are providing services that are attractive to customers. In addition to the “eo Hikari net,” “eo Hikari denwa” and “eo Hikari terebi” fiber to the home (FTTH) services for network, telephone and television, which utilize our own optical fiber network that has high speed and reliability, we offer “mineo” mobile phone services and, since April 2016, “eo Denki” electricity services.

Moreover, since April 2017, taking the beginning of the full liberalization of the retail market as an opportunity, K-Opticom has been offering the Kanden Gas “Nattoku Plan” and “eo Denki,” which are provided by our company, as a set for customers who are already using “eo Hikari.”

We will continue meeting the needs of our customers by providing new services and value through collaborations with other companies and different industries, for example.



### Lifestyle services with the confidence of our customers as the foundation

With quality is our top priority, we deliver lifestyle-related services to household customers. These services provide peace of mind, comfort and convenience and are deeply connected to their lives. In this way, our individual companies seek to increase their earnings and to make our corporate group the one that our customers trust and choose as the “best partner for their lifestyles.” Among these services, considering the arrival of a society in which the average age is extremely high, in order to further enhance the service range and contents of services related to caregiving, our company and KANDEN Security of Society, Inc. (KANDEN SOS) purchased all the shares of Keihan Life Support Co., Ltd. in April 2017, making it a consolidated subsidiary company. (In July the same year, the firm name was changed to Kanden Life Support Co., Ltd.)

In the future, employing the comprehensive abilities of our corporate group, we will support the realization of peace of mind, comfort and convenience in customer lifestyles even more than before. For example, we will provide high-quality caregiving services to customers in the Kyoto-Osaka-Kobe region through a two-company structure with Kanden Joy Life Co., Ltd., which is a caregiving business company in our corporate group. At the same time, by working cooperatively with KANDEN SOS, which is a home security business company, we will investigate developing security services for the elderly and other new services.



### Services for corporate customers

Kansai Electric Power promotes a variety of services, providing optimal energy systems and management methods designed to meet individual customer needs and help reduce energy consumption, costs, and CO<sub>2</sub> emissions.

#### Examples of adopting utility services

Kintetsu Real Estate Co., Ltd. adopted the utility services of Kanden Energy Solution Co., Inc. (Kenes) for the Abeno Harukas super-high rise multifunction building, which stands 300 m above ground and had its grand opening in March 2014.

Expert energy technicians from Kenes are stationed at the building around-the-clock, managing facilities with different energy quality demands, including a department store, offices, a hotel and a museum. Moreover, we are continuously realizing energy, cost and CO<sub>2</sub> reductions by monitoring energy use conditions in real time and utilizing the collected data in operation and maintenance. In this way, we have been told that customers are able to focus their business resources, including essential personnel, on their primary businesses by entrusting work related to energy management to Kenes.

#### Examples of adopting utility services

Examples of services for corporate customers	
<b>Electricity Usage Notification Service</b> (Kansai Electric Power Company)	In addition to making it possible to see electricity use conditions on a website, we also distribute information and email newsletters that help customers solve problems.
<b>Utility Service</b> (Kanden Energy Solution Co., Inc.)	This service enables customers to outsource facility management and even makes initial financing unnecessary for them by providing comprehensive services from fund-raising and design to installation and maintenance administration for utility facilities related to energy, including power receiving equipment, air-conditioning and heating equipment and boilers.
<b>Assistive vehicle leasing service</b> (The Kanden L & A Co., Ltd.)	We provide total support for assistive vehicles, including leasing, sales, repair and upgrading.
<b>Business place security</b> (KANDEN Security of Society, Inc.)	This service preserves customer safety 24 hours a day 365 days a year by rapidly detecting abnormalities, including intruders and fires, and rushing staff to the site.
<b>Comprehensive building management</b> (Kanden Facilities Co., Ltd.)	These services provide facility environments that are safe and secure and contribute to increasing property values through, for example, the daily maintenance management and cleaning of buildings and facilities, security, environmental hygiene and energy management.

The group companies that provide the services are indicated inside parentheses.

