

# ESG Performance Indicators

			Units	FY2014	FY2015	FY2016	FY2017	FY2018	
Governance (G)	Corporate governance structure	Development and operation of internal control	—	Generally developed and operated properly	Generally developed and operated properly	Generally developed and operated properly	Generally developed and operated properly	Generally developed and operated properly	
	Ensuring compliance management	Number of queries received via the Helpline	queries	53	59	45	47	65	
	Fair and equitable transactions	Number of participants in procurement overview briefing	persons	550	552	539	566	520	
		Number of inquiries received from suppliers	inquiries	97	57	61	74	53	
	Intellectual property	Number of participants in intellectual property seminars	persons	750	742	602	524	481	
Number of patents owned		patents	658	574	571	565	542		
Social (S)	Human assets	Hours worked per employee	hours	2,009	2,018	2,015	1,981	1,991	
		Number of days taken as paid annual leave per person	days	14.3	15.1	15.0	15.5	15.9	
		Number of persons taking childcare leave	Male	persons	9	9	10	9	19
			Female	persons	157	173	182	185	200
		Number of persons taking nursing care leave	Male	persons	0	3	2	1	5
			Female	persons	3	1	2	1	1
		Percentage of employees who are physically / mentally challenged <sup>*1</sup>	%	2.26	2.32	2.39	2.40	2.44	
	Social contribution activities	Number of industrial accidents (Chubu Electric Power employees) <sup>*2</sup>	accidents	79	95	113	84	99	
		Number of industrial accidents (Contractors)	accidents	66	77	58	72	60	
		Traveling Classrooms (Number of times conducted)	times	499	437	428	368	321	
Environmental (E)	Building a low-carbon society	Workplace experience / facility tours (Number of times conducted)	times	546	552	458	479	417	
		Number of visitors to the Electricity Museum	persons	293,669	313,455	243,722	294,832	315,010	
		CO <sub>2</sub> emissions intensity (After reflecting CO <sub>2</sub> credits, etc.) <sup>*3</sup>	kg-CO <sub>2</sub> /kWh	0.497 (0.494)	0.486 (0.482)	0.485 (0.480)	0.476 (0.472)	0.458 (0.452)	
Total greenhouse gas (GHG) emissions (Scope 1)		10 thousand t-CO <sub>2</sub>	5,920	5,632	5,798	5,640	5,313		
Coexisting with nature	Total greenhouse gas (GHG) emissions (Scope 2)	10 thousand t-CO <sub>2</sub>	8	7	7	7	6		
	Total greenhouse gas (GHG) emissions (Scope 3)	10 thousand t-CO <sub>2</sub>	-	-	-	1,054	1,071		
	SOx emissions (Thermal power generation)	g/kWh	0.03	0.03	0.03	0.03	0.03		
		NOx emissions (Thermal power generation)	g/kWh	0.08	0.08	0.07	0.07	0.07	
	Creating a recycling society <sup>*4</sup>	Amount of waste generated	10 thousand tons	172.4	146.3	150.8	141.2	163.9	
Amount of waste sent to external landfills		10 thousand tons	2.1	1.0	1.3	1.3	1.1		
Communication with Stakeholders	Customer	Annual average failure / outage time per household	minutes	18	4	5	10	348 <sup>*5</sup>	
		Customer Center	Calls received	1 thousand calls	2,191	2,824	3,364	3,618	3,866
			Response rate	%	95.5	88.9	84.0	83.9	81.6
	Shareholders and investors	Institutional investors / analysts	Financial results / Management plan briefing	sessions	2	2	2	2	3
			Facility tour	tours	4	6	6	5	3
		Private investors	Company briefing	sessions	0	3	8	8	6
		Individual shareholders	Facility tour	tours	13	13	13	17	19

\*1 The figures indicated are those as of June 1 in the next fiscal year.

\*2 The definition of "accidents" at Chubu Electric Power was changed in fiscal 2012 from "when an employee receives continuous medical treatment" to "when an employee receives medical treatment."

\*3 The CO<sub>2</sub> emission intensities that reflect credits obtained from the methods stipulated in the Act on Promotion of Global Warming Countermeasures and that are adjusted based on the FIT scheme for renewable energy are yet to be determined.

\*4 The figures above indicate the total value for member companies of the Chubu Electric Power Group Environmental Measures Committee. Starting fiscal 2015, the figures reflect waste emitted from member companies.

\*5 The figure worsened due to repeated typhoon damage in summer 2018.