


# Sustainability

# Data Book 2021




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## Tohoku Electric Power Group Sustainability Policy

The Tohoku Electric Power Group proactively promotes sustainability through means including realization of the Group's "Working along next" Medium- to Long-Term Vision and taking on our Carbon Neutral Challenge 2050.

Drawing on our Management Philosophy of Prospering with Local Communities and the Group Slogan Yori, Sou, Chikara (The Strength to Work Alongside), the Tohoku Electric Power Group's concept of sustainability calls for the Group to work as a cohesive, united team alongside customers and communities to realize a smart society. The Group will provide energy-related services that contribute to growing corporate value over the medium to long term and to the sustainable progress of society as a whole.

Based on the goal of fulfilling its CSRs, the Tohoku Electric Power Group will demonstrate its overall strengths through sincere and fair business activities in accordance with the Tohoku Electric Power Group Code of Conduct while drawing on the unique characteristics of individual group companies, thereby providing powerful support for the value chain of business activities and meeting the expectations of its valuable stakeholders.

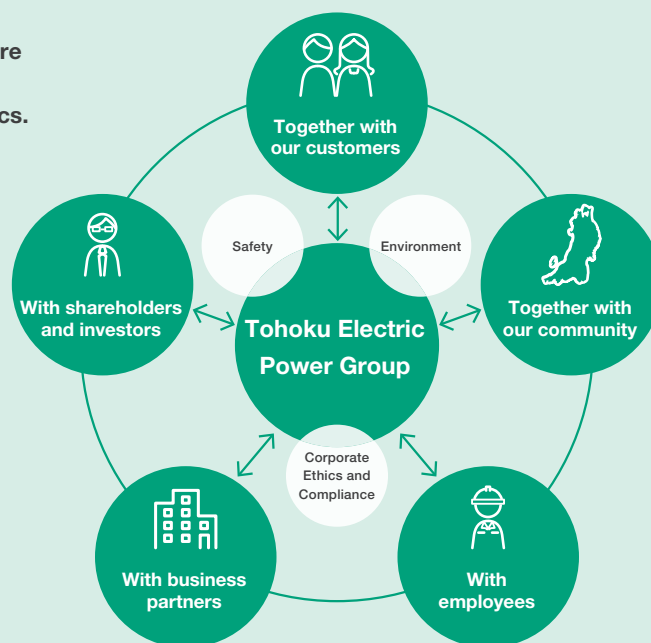
**The Tohoku Electric Power Group defines customers, local communities, shareholders, and investors, business partners and employees as its key stakeholders. It will continue and enhance its wide range of activities through two-way dialogue to ensure safety, taking into account the environment and complying with laws, regulations, and corporate ethics. All Group companies will work together to address CSR actions.**

### With shareholders and investors

We will enhance information disclosure and corporate governance to boost management transparency. We will also enhance communication with shareholders and investors to increase corporate value.

### With business partners

We will engage in fair and sound transactions to build strong relationships of trust with our business partners. We will bolster the transparency of transactions as part of efforts to strengthen societal confidence.



### Together with our customers

We will deliver maximum value to our customers through services and products that contribute to a smart society in which customers can create living spaces characterized by comfort, safety, and peace of mind, based on a stable supply of low-cost energy. In this way, we support fulfilling lives and vital business activities—all while putting safety first.

### Together with our community

Through initiatives that contribute solutions to community issues and by acting with their best interests at heart, we will work in partnership with communities to achieve their sustained progress. Each and every employee will seek to build trust through ongoing two-way dialogue with and working alongside our communities.






### With employees

We will respect the personality of our employees with their diverse backgrounds to ensure they can fully showcase their skills and motivation. We will also take steps to ensure they find work comfortable and rewarding and offer development opportunities to help employees build rich and healthy lives.

## Tohoku Electric Power Group's Relationships with Stakeholders

The Tohoku Electric Power Group will continue to enhance its wide range of activities based on dialogue with many different stakeholders. All Group companies will work together to promote sustainability.

### Main opportunities for dialogue/Tools for communicating with stakeholders

	 <b>Customers</b>	 <b>Communities Shareholders</b>	 <b>Shareholders and Investors</b>	 <b>Business Partners</b>	 <b>Employees</b>
<b>Relationships with stakeholders</b>	<p>The Tohoku Electric Power Group chiefly operates in the six prefectures in the Tohoku region and Niigata Prefecture. Customers vary from business to business. In our core electric power business, we have contracts with a broad range of customers, from general households to large factories.</p>	<p>The Tohoku Electric Power Group operates under the precept that the prosperity of the Tohoku region is essential to development. As part of the local community, we are committed to dialogue with community members.</p>	<p>Tohoku Electric Power has 170,655 shareholders. Many are institutional investors, financial institutions, and private investors in Japan and overseas.</p>	<p>The Tohoku Electric Power Group engages in transactions with business partners not just in the six Tohoku prefectures and Niigata Prefecture, but elsewhere in Japan and overseas.</p>	<p>The Tohoku Electric Power Group has 24,717 regular employees (consolidated) working at Group companies. Most reside in the six Tohoku prefectures and Niigata Prefecture.</p>
<b>Major opportunities for dialogue/Communication tools</b>	<ul style="list-style-type: none"> <li>■ The Customer Center and the Network Call Center receive different kinds of requests, comments, and inquiries.</li> <li>■ Everyday sales activities, including proposals of energy solution services</li> <li>■ Communication with customers near power stations (all household visit activities)</li> <li>■ Online publication of useful information for energy conservation</li> <li>■ CSR surveys</li> <li>■ Tours to visit power stations and other facilities</li> <li>■ Swift communication of information on power failures (via Twitter and our smartphone app)</li> </ul>	<ul style="list-style-type: none"> <li>■ Activities promoting local collaboration</li> <li>■ Activities promoting social contributions</li> <li>■ Support for local revitalization</li> <li>■ Facilitating international cooperation and exchange activities</li> </ul>	<ul style="list-style-type: none"> <li>■ General meetings of shareholders</li> <li>■ Briefings for investors</li> <li>■ Visits to institutional investors</li> <li>■ Facilities tours</li> <li>■ Business reports</li> <li>■ Webpages for shareholders and Investors</li> </ul>	<ul style="list-style-type: none"> <li>■ Disclosure of the Basic Policy of Procurement and other materials to provide fair and rightful trading opportunities</li> <li>■ Day-to-day procurement activities</li> <li>■ Presentation of letters of thanks for exemplary practices</li> <li>■ Surveys of business partners</li> <li>■ Dialogue with business partners</li> <li>■ Workshops and safety patrols</li> </ul>	<ul style="list-style-type: none"> <li>■ Office visits by management team members</li> <li>■ Diversity-related seminars</li> <li>■ Periodic dialogue with supervisors</li> <li>■ Discussions with labor union</li> <li>■ Consulting services (on compliance and other matters)</li> <li>■ Interactive Intranet</li> <li>■ In-house newsletters</li> <li>■ Employee surveys (surveys to gauge attitudes toward the Group slogan, corporate ethics, compliance, and stress checks)</li> </ul>

## System for Learning about Local Communities' Views and Requests

### Surveys on the Tohoku Electric Power Group's sustainability initiatives

We conduct surveys on Tohoku Electric Power's corporate activities and sustainability actions to learn about customer perspectives on our activities, sustainability actions, and the current energy environment for use as a guide when considering future business activities and how we communicate with local communities.

This section gives some examples of the results from the 2020 survey.

#### Online survey of Tohoku Electric Power's corporate activities and CSR actions

##### Date

July 23 to August 3, 2020

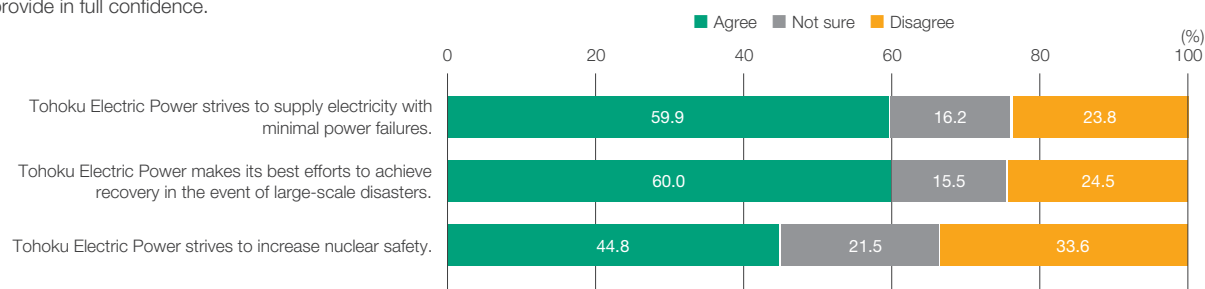
##### Subjects

2,406 men and women living in the six Tohoku prefectures and in Niigata Prefecture

#### Views on our actions to address the stable supply of electric power and other issues

Most customer responses offered positive feedback on our actions involving the stable supply of electric power, including electric power supply with few power failures reported and recovery work in the wake of large-scale disasters.

Tohoku Electric Power Network will continue to engage in the construction, maintenance, and operation of power transmission and distribution facilities and drills with earthquakes, typhoons, and other hazards in mind to enhance its response capabilities and to ensure customers can use the electric power we provide in full confidence.

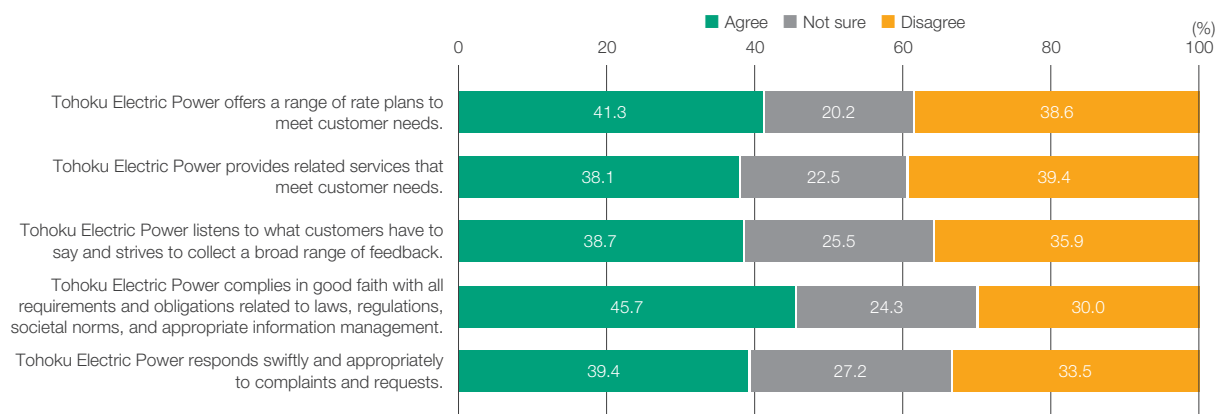


\* Percentages may not total 100 due to rounding.

#### Assessing customer service

As a company based in the six Tohoku prefectures and Niigata Prefecture, we strive to offer a wide range of electricity rate plans and services that meet customer needs and ensure customers in our communities will choose us.

We're committed to continuing to enhance our services and improve our business quality to meet customer needs.



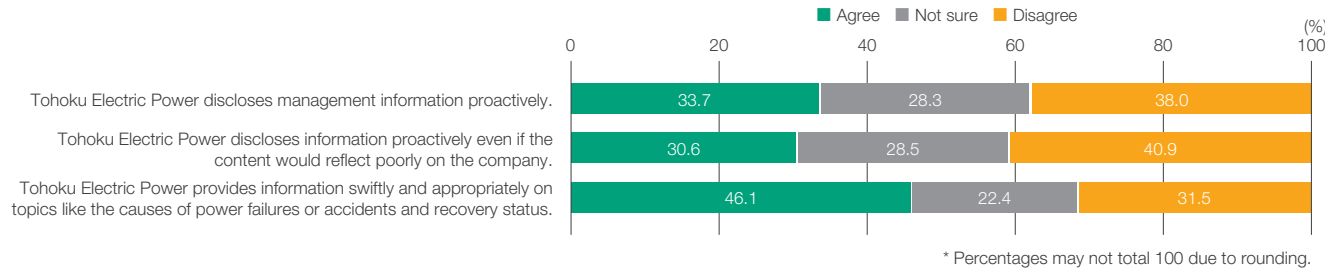
\* Percentages may not total 100 due to rounding.

## System for Learning about Local Communities' Views and Requests

### Surveys on the the Tohoku Electric Power Group's sustainability initiatives

#### Assessing information communication

We strive to provide information proactively through press releases, our website, social media, and other means. We believe it is essential to strengthen customer satisfaction through the swift and accurate communication of information.

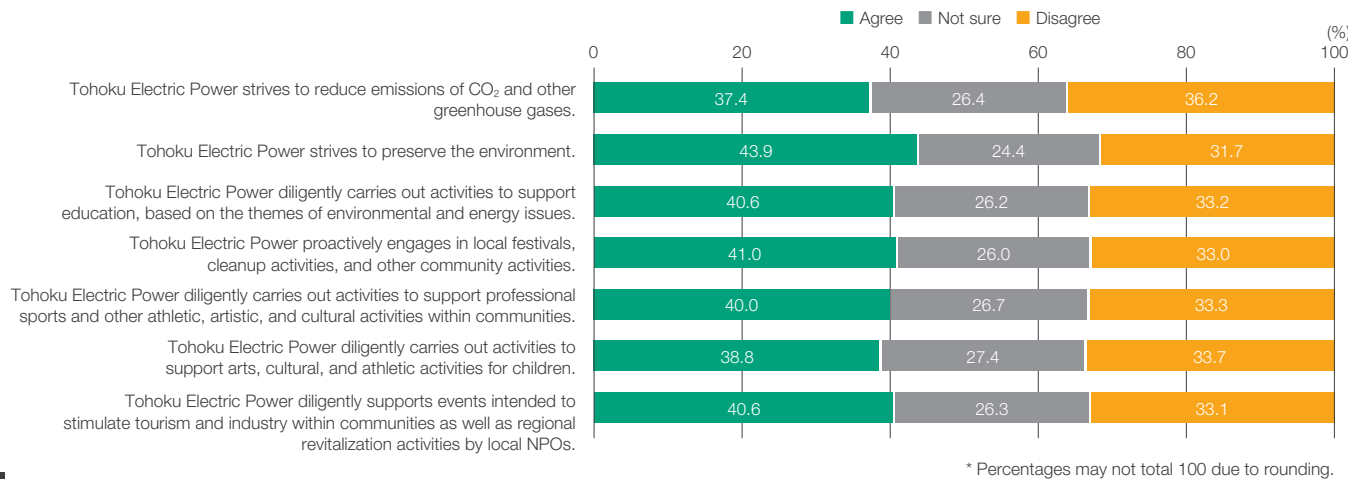


#### Assessing initiatives targeting environmental issues and social contributions

To help achieve carbon neutrality by 2050, in addition to promoting mainly wind power along with other renewable energy including power from solar, geothermal, biomass, and other sources, the Tohoku Electric Power Group is striving to decarbonize thermal power generation and cut CO<sub>2</sub> volumes emitted by customers and communities. These efforts also seek to establish a smarter society.

In addition, given our focus on close communication with community members and a company management philosophy calling for prospering with local communities, we engage in communication activities based on close ties to communities, with each business site playing a central role.

We're committed to continuing to seek to work alongside and to grow in partnership with communities, fulfilling our role as a community member through environmental and social contribution activities and working to deepen trust and relationships with community members, in addition to contributing solutions to community issues.



#### Overview

A look at the assessment of our corporate activities by members of the local community shows evaluations have grown increasingly positive from year to year since falling dramatically in the aftermath of the Great East Japan Earthquake.

Specifically, we earned more positive evaluations than last year on questions concerning "striv(ing) to increase nuclear safety," "listen(ing) to what customers have to say and striv(ing) to collect a broad range of feedback," "support(ing).... athletic, artistic, and cultural activities," "reduc(ing) emissions of CO<sub>2</sub> and other greenhouse gases," and "support(ing) education, based on the themes of environmental and energy issues."

We believe these assessments come from Group employees taking good-faith action in interactions with community residents and other stakeholders under the Group Slogan Yori, Sou, Chikara (The Strength to Work Alongside).

At the same time, numbers of positive evaluations for some questions concerning topics like communication of information were relatively low (a little over 30 percent). We see a need to enhance information communication still further through press releases, our website, social media, and other means while improving the efficacy of our initiatives in various areas. The Group will continue to promote sustainability as a cohesive and united team by advancing, and improving, various activities, based on two-way dialogue with stakeholders, in accordance with the Tohoku Electric Power Group Sustainability Policy and the Tohoku Electric Power Group Code of Conduct.



# Environment

## Environmental Management

### Promoting environmental management

#### Tohoku Electric Power Group Environmental Policy

##### Basic stance

**Through our environment-friendly energy services, we work with local communities and our customers to achieve a sustainable society in which future generations can live safely and in peace of mind.**

We strive to ensure a stable supply of energy compatible with environmental conservation and economic efficiency, based on the premise that ensuring safety as a corporate group is aligned with the interests of local communities. This is our mission, one that will not change in the future.

We appreciate the earth and its bounty. We respect the traditional values of the people of this region as they coexist with nature. We seek to achieve sustainable growth alongside our local communities and customers. Based on good faith dialogue, we take our commitment to environmental issues seriously and implement actions to achieve our goals.

##### Four environmental action principles

- 1 **Appreciate the earth's bounty and make careful use of its limited resources**
- 2 **Minimize environmental impact.**
- 3 **Safeguard and coexist with the rich natural environment.**
- 4 **Think and act with the local communities and our customers in mind.**

#### Overview of our FY2021 Medium-Term Environmental Plan (FY2021–2023)

We will deploy various measures based on the following **three pillars** and **priorities**:

##### I Further intensification of measures to counter climate change

###### Priorities

**Promoting climate change mitigation measures intended to reduce greenhouse gas emissions**  
**Ascertaining and managing the risks and opportunities posed by climate change**

- Under the Medium-Term Environmental Plan, in accordance with the purpose of the Tohoku Electric Power Group Carbon Neutral Challenge 2050, we will formulate concrete measures for the current three-year period and strive to maximize control of emissions of CO<sub>2</sub> and other greenhouse gases.
- To continue advancing measures based on TCFD recommendations, we will incorporate responses to the risks and opportunities posed by climate change identified in the Medium-Term Environmental Plan and reflect our response to climate change in management strategy and risk management.

##### II Comprehensive environmental protection

###### Priorities

**Comprehensive compliance with environmental laws and regulations and preventing the recurrence of past violations**  
**Promoting initiatives to preserve biodiversity**  
**Contributing to efforts to establish a society that recycles effectively**

- We will ascertain information on legal amendments and policy trends and comply thoroughly with environmental laws and regulations across all our businesses.
- In addition to promoting existing initiatives to establish a society that recycles effectively, we will strive to increase recycling rates for waste plastics.
- We will maintain activities to preserve biodiversity.

##### III Maintenance and promotion of communication with communities

###### Priorities

**Building trust by deploying environmental activities with the community**  
**Evaluating environmental activities and identifying community issues through dialogue with stakeholders in the community**

- We will maintain positive relations with stakeholders by maintaining community environmental activities.
- We will further improve on our environmental initiatives based on assessments of our activities.
- We will examine the ideal community environmental contributions the Tohoku Electric Power Group should make based on the community issues thus identified.

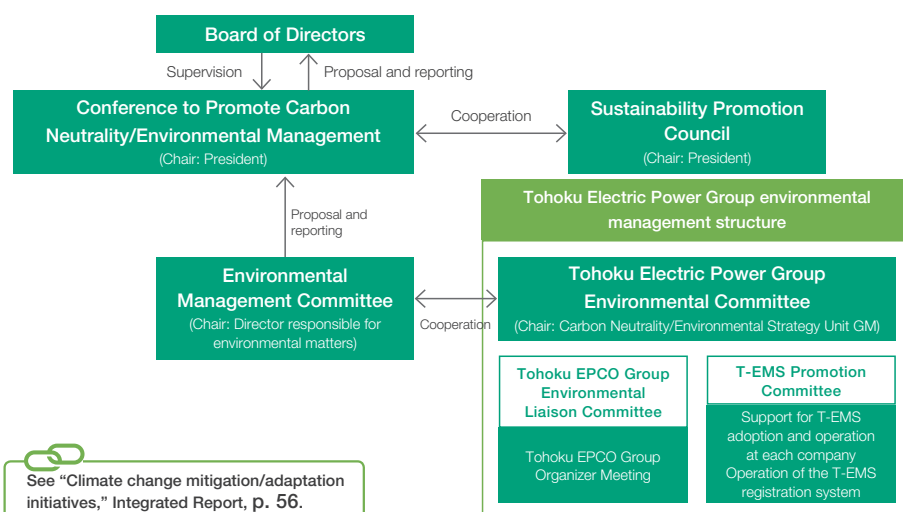
## Environmental Management

### The Tohoku Electric Power Group's environmental management structure

Tohoku Electric Power regards environmental management as a key element of Group management efforts. Based on the Tohoku Electric Power Group Environmental Policy, we've identified the shared Group courses of action and priorities underlying our FY2021 Medium-Term Environmental Plan. We strive to maintain and improve groupwide governance while allowing the scope of autonomy each company needs.

At each Group member company, we promote environmental management through the Tohoku Electric Power Group's Medium- to Long-Term Vision: Working alongside next, a vision statement adopted by a resolution at the Board of Directors. In July 2021, to enhance our structures for study and promotion of decarbonization measures, we established the Conference to Promote Carbon Neutrality/Environmental Management. Membership consists of the presidents of Tohoku Electric Power and Tohoku Electric Power Network, as well as all vice presidents and managing directors. In this conference, we are formulating and aggressively promoting policies and plans for environmental measures centered on response to global environmental issues, including carbon neutrality. The Environmental Management Committee, a subcommittee of the Conference to Promote Carbon Neutrality/Environmental Management, whose membership includes the heads of individual departments and offices, pursues environmental measures under the command and control of the director responsible for environmental matters.

Consisting of directors responsible for environmental matters and managers at the department general manager level from each Group company, the Tohoku Electric Power Group Environmental Committee is tasked with improving environmental management on an ongoing and groupwide basis in cooperation with the Environmental Management Committee.



See "Climate change mitigation/adaptation initiatives," Integrated Report, p. 56.

### Tohoku Electric Power Group Environmental Management System (T-EMS)

The Tohoku Electric Power Group Environmental Management System (T-EMS) is an environmental management system formulated to promote appropriate environmental management across the Tohoku Electric Power Group. We implement this system in accordance with the T-EMS Guidelines, which we formulated in reference to the ISO 14001 international standard for environmental management systems and the Eco-Action 21 program operated by the Ministry of the Environment.

Group companies that meet the requirements of these guidelines are awarded T-EMS certification, subject to annual maintenance reviews and recertification reviews every three years.

In these reviews, qualified ISO 14001 auditors and internal auditors within our Group periodically inspect T-EMS certified companies to assess the state of environmental initiatives, then deliver reports to the T-EMS Promotion Committee, an organization within the Tohoku Electric Power Group Environment Committee, for evaluations of the individual companies inspected.

Based on predetermined requirements, T-EMS aims to continuously improve environmental activities by repeating the PDCA cycle: activities are Planned, Done, then Checked, to enable Actions for overall reviews and revisions.

### Comparison to other management systems

	T-EMS Guidelines	ISO 14001	Eco-Action 21
Formulation body	Tohoku Electric Power Group Environment Committee	International Organization for Standardization (ISO)	Ministry of the Environment
Scope of application	Companies within the Tohoku Electric Power Group	Organizations of any type or size	Small- and mid-sized enterprises
Requirements and numbers of items	<ul style="list-style-type: none"> <li>Practical requirements based on the Eco-Action 21 program</li> <li>System of steps based on business type to enable efficient reviews reflecting environmental impact</li> </ul> Step 1: 9 items Low environmental impact Step 2: 14 items Step 3: 15 items High environmental impact	<ul style="list-style-type: none"> <li>Requires continual improvement, documentation, identification of significant environmental aspects, obligation of compliance, internal auditing, etc.</li> </ul> Requirements: 80 items	<ul style="list-style-type: none"> <li>Specific requirements for environmental initiatives</li> <li>Requirements: 14 items</li> <li>Obligation to prepare and publish environmental reports</li> </ul>



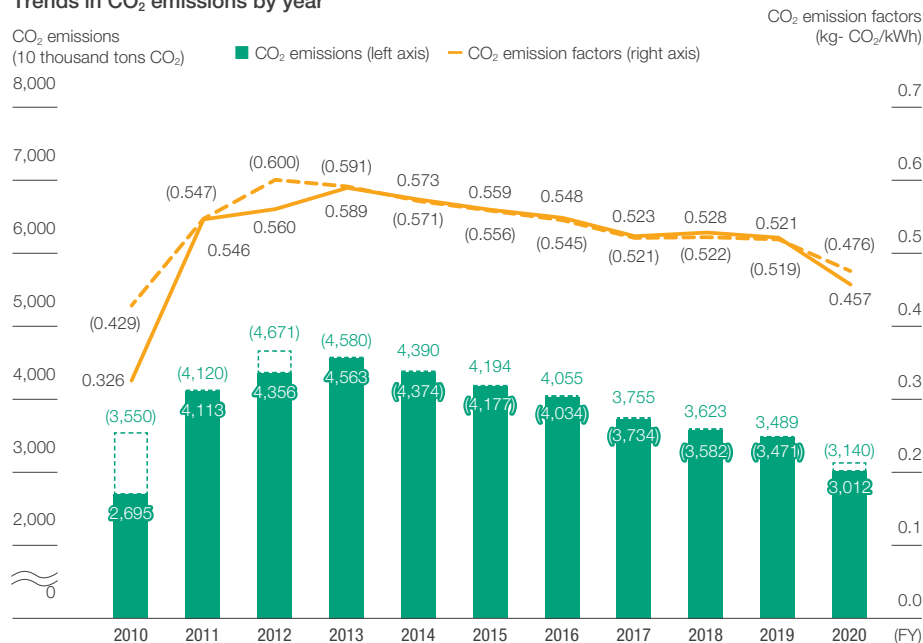
## Climate Change

## Toward a carbon-neutral society

CO<sub>2</sub> emissions for FY2020

Our base CO<sub>2</sub> emissions before adjustments under the feed-in tariff (FIT) scheme for renewable energy dropped 9.5% from the previous fiscal year due to various factors, including the suspension of operations at a thermal power station in response to the February 2021 earthquake off the coast of Fukushima Prefecture, leading to a decrease in CO<sub>2</sub> emission factor of 8.3% year on year.

After FIT adjustment, the drops in CO<sub>2</sub> emissions and CO<sub>2</sub> emission factor were 13.7% and 12.3%, respectively, from the previous fiscal year due to the above as well as increased volume of certified fossil-free procurements.

Trends in CO<sub>2</sub> emissions by year

\* Figures in parentheses ( ) represent basic CO<sub>2</sub> emissions and CO<sub>2</sub> emission factors that do not reflect adjustments under the feed-in tariff (FIT) scheme for renewable energy.

\* Figures for FY2016 and later years denote relevant values for the retail electric supply business, not including the portion related to general electricity transmission and distribution (e.g., isolated island service).

## Scope 1, Scope 2, and Scope 3 (Category 3) greenhouse gas emissions

Unit: 10 thousand tons CO<sub>2</sub>

Scope	Emissions (FY2019)	Emissions (FY2020)
Scope 1	3,059	3,114
Scope 2	0.1	0.1
Scope 3 (Category 3)	817	783

## Reporting boundaries and calculation methods

Scope 1 and Scope 2 emissions of greenhouse gases from power stations, offices, and other facilities of Tohoku Electric Power and Tohoku Electric Power Network are calculated in accordance with Japan's Act on Rationalizing Energy Use and Act on Promotion of Global Warming Countermeasures. Scope 3 emissions are calculated by multiplying the electricity purchased from other companies by the alternative CO<sub>2</sub> emission factor specified under the latter Act—specifically, 0.000488 t-CO<sub>2</sub>/kWh for FY2019 and 0.000470t-CO<sub>2</sub>/kWh for FY2020. They do not include upstream emissions of purchased fuels. Scope 1 emissions refer to greenhouse gas emissions emitted directly from sources owned by Tohoku Electric Power and Tohoku Electric Power Network. Scope 2 emissions refer to greenhouse gas emissions associated with consumption of electricity and heat supplied by other companies. Scope 3 (Category 3) emissions are emissions from fuels and energy-related activities not included in either Scope 1 or Scope 2.

Emissions of greenhouse gases other than CO<sub>2</sub> for FY2020

We're working to reduce emissions of greenhouse gases besides CO<sub>2</sub> that have significant impact on global warming. One example is sulfur hexafluoride (SF<sub>6</sub>), which is used in gas circuit breakers and other electric power instruments at substations.

SF<sub>6</sub> and HFC stockpiles and leakage (2020 results)

	SF <sub>6</sub>	HFC
<b>Stockpile</b>	812.2 t	58.8 t
<b>Leakage</b>	1.1 t	2.4 t
<b>Main application</b>	Insulators for gas circuit breakers and other electric power instruments	Refrigerants for air conditioning equipment
<b>Countermeasure</b>	Use of SF <sub>6</sub> gas recovery systems to prevent leakage into the atmosphere	Efforts to prevent leakage and promote recovery and reuse HFC when installing or repairing equipment

\* SF<sub>6</sub>: sulfur hexafluoride, HFC: hydrofluorocarbons

## Environmental Conservation and Establishing a Society that Recycles Effectively

### Reduction of environmental impact and conservation of local environments

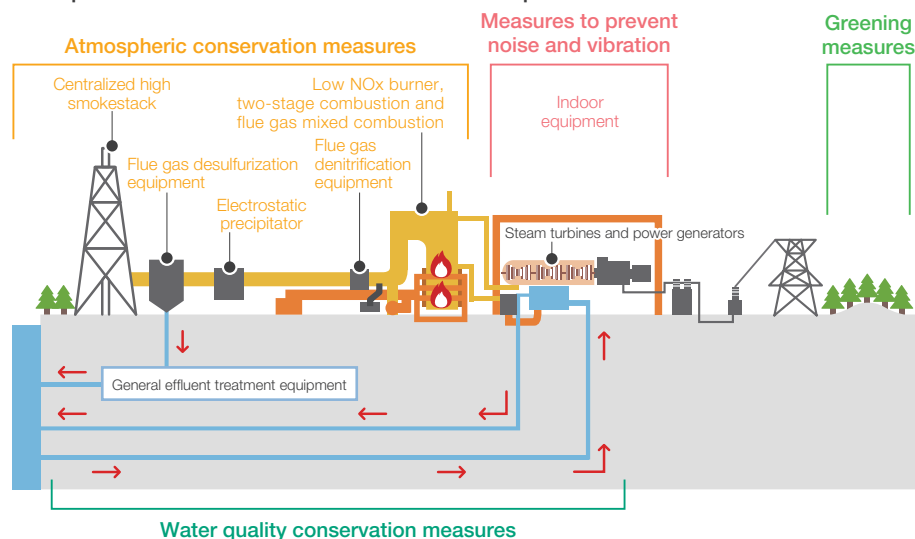
#### Compliance with environmental laws and regulations and pollution prevention agreements

We share the latest information on revisions of environmental laws and regulations among Group companies to ensure thorough legal compliance.

Apart from compliance with statutes addressing environmental conservation, our thermal power stations and other facilities enter into pollution prevention agreements with related local governments in an effort to preserve local environments. Pollution prevention agreements provide for environmental conservation measures.

In consideration of local idiosyncrasies, they set allowable air quality, water quality, noise, and other limits more rigorous than those in national regulations. We periodically carry out environmental measurements and report the results to relevant local governments.

#### Examples of environmental measures at thermal power stations



#### Strict atmospheric conservation measures

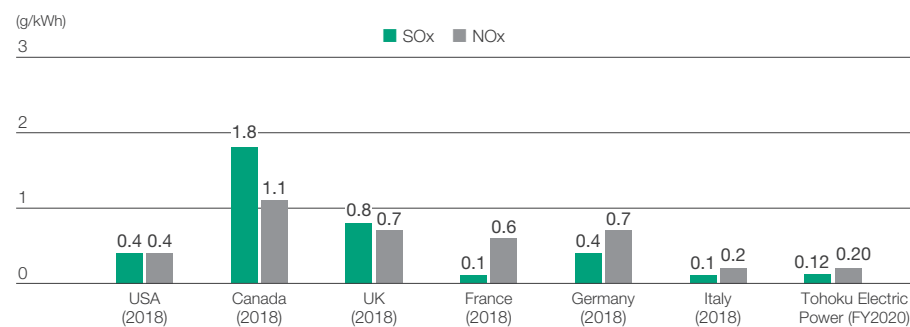
Major air pollutants emitted from thermal power stations include nitrogen oxides (NO<sub>x</sub>), sulfur oxides (SO<sub>x</sub>), soot, and dust.

To reduce the emissions of these substances, we install environmental equipment\* and implement operational measures, including stringent combustion management aimed at preventing air pollution.

NO<sub>x</sub> emissions from all thermal power stations in FY2020 totaled 0.20 g/kWh. SO<sub>x</sub> emissions totaled 0.12 g/kWh. These figures are quite low compared to rates in other countries.

\* Flue gas denitrification equipment, flue gas desulfurization equipment and electrostatic precipitator

#### SO<sub>x</sub> and NO<sub>x</sub> emissions per unit of generated power



Sources: OECD StatExtracts, IEA World Energy Balances 2020

#### Environmental assessment

When establishing a new power station, in addition to conducting environmental impact assessments based on the Environmental Impact Assessment Act, we explain the power station in detail to local governments and community residents. Based on the results of environmental impact assessments, we strive to protect the local environment through various measures that reflect concern for the quality of the local air, water, and natural environment. Even where no environmental assessments are required by law or by local ordinances, we implement voluntary assessments before building a power station or other facilities. The statutory environmental assessment for the Joetsu Thermal Power Station, which is currently under construction, was completed in 1996.

However, given that the latest technologies are introduced to the plan for the construction of Unit 1, we performed a voluntary study of the surrounding area, forecast and evaluated the environmental impact of power station construction, and provided explanations of these and our environmental conservation measures to local communities in November 2018.

## Environmental Conservation and Establishing a Society that Recycles Effectively

### Water quality conservation measures at thermal power stations

We treat effluent from our thermal power stations by coagulating, sedimentation, filtration, and purification to ensure the discharge meets all applicable standards and to prevent water pollution. We use seawater for the cooling steam used in steam turbines in thermal power stations and elsewhere and discharge it as thermal effluent after heat exchange. To minimize environmental impact, we discharge this water in a manner suited to the characteristics of the surrounding sea zone and implement appropriate controls to account for temperature differences between the water taken in and the water discharged.



### Results of analysis of effluent from thermal power stations in FY2020

Measurement items	Hachinohe		Akita		Higashi-Niigata		Sendai		Shin-Sendai		Niigata		Noshiro		Haramachi	
	Agreed level	Maximum/Minimum	Agreed level	Maximum level	Agreed level	Maximum/Minimum	Agreed level	Maximum/Minimum	Agreed level	Maximum/Minimum	Agreed level	Maximum/Minimum	Agreed level	Maximum/Minimum	Agreed level	Maximum/Minimum
Hydrogen ion concentration [pH]	5.8-8.6	7.6/6.9	6.0-8.0	7.4/7.0	6.0-8.0	7.3/6.7	6.0-8.0	7.2/7.0	6.0-8.0	7.4/7.2	5.8-8.6	7.6/7.0	6.0-8.0	7.2/6.8	6.0-8.0	7.3/6.5
Chemical oxygen demand (COD) [mg/l]	40 or less	3.6/1.7	20 or less	4.1/1.7	15 or less	4.5/1.1	15 or less	1.9/1.0	15 or less	5.6/2.1	15 or less	4.0/1.7	15 or less	5.4/2.0	15 or less	8.6/0.9
Suspended solids [mg/l]	40 or less	8/1	30 or less	11/1	20 or less	6/<1	20 or less	<1/<1	20 or less	4/<1	20 or less	5/<1	20 or less	<1/<1	15 or less	3/<1
Normal hexane extract content [mg/l]	5 or less	<0.5/<0.5	2 or less	<0.5/<0.5	1.5 or less	<0.5/<0.5	1.5 or less	<0.5/<0.5	1.5 or less	<0.5/<0.5	1.5 or less	<0.5/<0.5	2 or less	<0.5/<0.5	1 or less	<0.5/<0.5

### Effective use of water resources

#### Upgrading hydroelectric power stations and other measures to achieve effective use of water resources

A renewable natural energy source that generates no CO<sub>2</sub> emissions, hydroelectric power helps prevent global warming. Tohoku Electric Power operates 205 hydroelectric power stations (with total capacity of approximately 2.45 million kW) and is striving to promote effective use of water resources through various sustained efforts, including the development of new hydroelectric power facilities and renovating existing facilities.

#### Kanose Power Station

The Kanose Power Station (in the town of Aga, Higashikambara-gun, Niigata Prefecture) resumed operation in 2017 following replacement of the water turbines and associated structures, which had degraded due to aging after the approximately 90 years of operations since the power station entered service in 1928. Replacing the water turbines, including changing the types of turbines and reducing their number from six to two, improved efficiency in various ways, and the power station's maximum output increased from 49,500 kW to 54,200 kW, contributing to more effective use of water resources.



#### Obonai Power Station

At the Obonai Power Station (in the city of Semboku, Akita Prefecture), which had degraded due to aging after some 80 years of operations since 1940, we are in the process of successfully replacing three water turbines. The new No. 3 Turbine began operating in 2018; the new No. 1 Turbine began operating in 2021. Plans call for the completion of renovation work when the new No. 2 Turbine comes online in 2023 (planned).

These renovations and more efficient water turbines will allow more effective use of our water resources.



#### Shin-Kamimatsuzawa Power Station

We are participating in the power-generation component of the new Komagome Dam project, an auxiliary multipurpose dam planned by Aomori Prefecture in the Komagome River watershed. (The Komagome River is a part of the Class 2 Tsutsumigawa River system.) Studies are underway on the construction of the new Shin-Kamimatsuzawa Power Station in the city of Aomori.

Plans call for the facility to begin operating in 2031 with a maximum output of 9,400 kW.

We will strive to secure water resources by continuing to develop new hydroelectric power stations.



Source: Artist's rendering of Komagome Dam (from Aomori Prefecture website)

## Environmental Conservation and Establishing a Society that Recycles Effectively

### Proper control of chemical substances and harmful substances

#### Managing release and transfer amounts of specific chemical substances

We monitor the release and other amounts of all chemical substances used in power stations and other facilities and report them to the administrative authorities in accordance with the pollutant release and transfer register (PRTR) scheme.\*<sup>1</sup> We create and maintain records of the amounts purchased, consumed, stored, and other aspects to ensure proper control and to minimize their release into the environment.

\*<sup>1</sup> This scheme is intended to encourage businesses to make voluntary efforts to minimize the release of chemical substances. Business operators subject to this scheme are required to report data, including amounts of potentially hazardous chemicals released into the environment to administrative authorities, which then publish the reported data.

#### Release and transfer amounts of specific chemical substances in FY2020 (tons)

Substance (main applications)	Release and transfer amounts* <sup>2</sup>			
	Atmosphere	Water	Soil	Transfer
Asbestos (heat insulators)	0.0	0.0	0.0	26.7
Ethylbenzene (fuel for power generation and coating)	6.3	0.0	0.0	0.0
Xylene (fuel for power generation and coating)	6.6	0.0	0.0	0.0
HCFC-225 (dry cleaning)	2.5	0.0	0.0	0.0
Styrene (coating material)	1.9	0.0	0.0	0.0
Toluene (fuel for power generation and coating)	9.1	0.0	0.0	0.0
Hydrazine (treatment chemical for water supply)	<0.1* <sup>3</sup>	<0.1* <sup>3</sup>	0.0	0.0
Normal hexane (fuel for power generation)	0.2	0.0	0.0	0.0
Benzene (fuel for power generation)	<0.1* <sup>3</sup>	0.0	0.0	0.0
Methylnaphthalene (fuel for power generation)	0.5	0.0	0.0	0.0

\*<sup>2</sup> The data in this table address offices and facilities meeting statutory conditions, as per reporting obligation requirements

\*<sup>3</sup> At emission rates of less than 0.1 t/year

#### Systematic asbestos removal

We periodically monitor points sprayed with asbestos-containing materials in our own facilities and systematically implement removal work and other measures to prevent asbestos scattering.

Other products containing asbestos do not result in asbestos scattering in their normal state. They are successively replaced with asbestos-free products during building removals and facility repair works.

#### Management and detoxification processing of PCB waste

We implement appropriate management and detoxification processing of polychlorinated biphenyl (PCB) waste in accordance with applicable laws and regulations.

##### High level PCB waste

We outsource the treatment of high level PCB waste to Japan Environmental Storage & Safety Corporation (JESCO).

##### Low level PCB waste

We outsource the treatment of low level PCB waste, including waste generated in large transformers, to processing facilities recognized by the national government. Technologies appropriate for the items treated are used for treatment purposes. We completed detoxification processing of pole-mounted transformers with trace PCB contents at our Sakata Recycling Center by March 2016.

### Building a society that recycles effectively

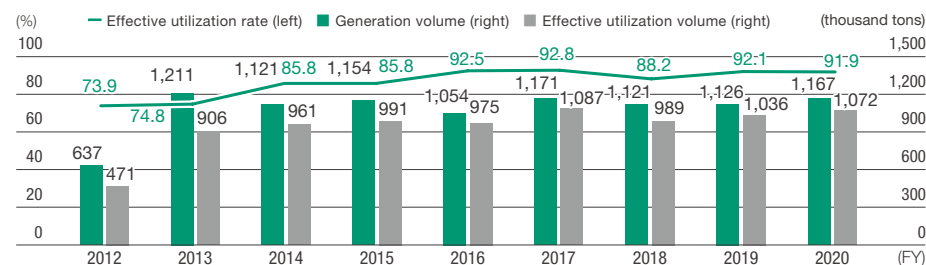
#### Appropriate waste management and treatment

Our waste management system allows centralized and companywide control of emitted waste. In addition to appropriate waste treatment, we're moving ahead with studies of individual waste items based on a wide range of perspectives, including cutting emissions and final treatment volumes, recycling, and reuse.

For coal ash in particular, which accounts for some 80% of total waste emissions, we're enhancing recycling initiatives to allow use in land reclamation as landfill materials, in addition to use as a component of cement and roadbed materials.

Our target for FY2020 was to put 90% of waste to effective use. The actual rate achieved, 91.9%, more than met this target.

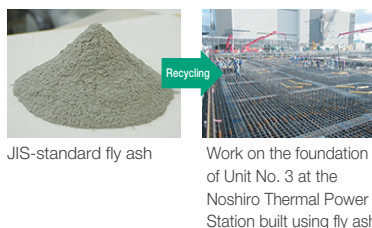
#### Waste generation volume and effective utilization



## Environmental Conservation and Establishing a Society that Recycles Effectively

### Putting coal ash and gypsum to effective use

The coal ash generated by coal-fired thermal power stations is put to effective use as fly ash that meets JIS standards for use in concrete for architectural construction, civil engineering, and other applications. The gypsum generated as a byproduct of the exhaust desulfurization process is used in gypsum boards and other products.



### Contributing to recovery in disaster-stricken areas of Fukushima by providing fly ash

Fly ash at the Haramachi Thermal Power Station is supplied to Fukushima Eco-crete Co., Ltd., which is undertaking a project to produce materials containing fly ash as part of Fukushima Prefecture's plans to achieve recovery from the 2011 Great East Japan Earthquake.



### Making effective use of waste plastic

With the goal in mind of establishing a society that recycles effectively, in addition to reducing, recycling, and reusing plastic waste, we strive to purchase products made from waste plastic. Examples of recycled products include the plastic deadman units needed to help prevent the collapse, subsidence, and inclination of power poles. We've replaced concrete deadman units with plastic units made from waste plastic removed during wiring construction.



### Supporting the Plastics Smart Campaign\* cleanup activities

We support the Plastics Smart Campaign of the Ministry of the Environment through cleanup activities at beaches and rivers near our business sites.

\* Campaign promoting prudent use of plastics to counter the problem of plastic ocean waste



Jodogahama Beach (Miyako, Iwate Prefecture) cleanup activities



### Use of eco-friendly products

We formulated the Tohoku Electric Power Group Green Procurement Guidelines to reduce environmental impact through the use of environmentally-friendly products and to contribute to a green shift in the market. In fiscal 2020, 95.2% of our purchases of fixtures, materials, and equipment subject to green procurement met guidelines.

### Initiatives in collaboration with group companies

We're cooperating with group companies to establish a society that recycles effectively.

#### Repair and reuse of power line materials and equipment

Our collected watt-hour meters and pole-mounted transformers are repaired and reused at our group companies.

Similarly, we strive to reuse voltage regulators and breakers with the goal of utilizing resources effectively.



#### Recycling used power cables

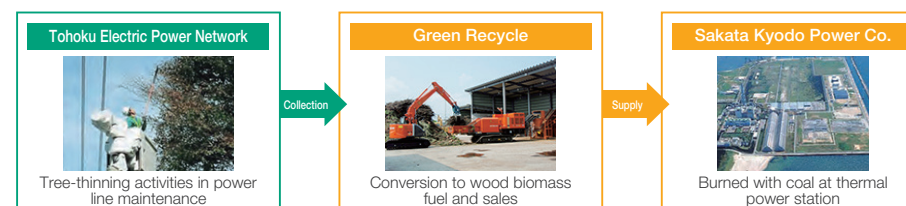
We recycle waste copper derived from electric wires removed in power distribution line work into electric wires.

Part of the polyvinyl chloride (PVC) coating is subsequently recycled into wire coating materials and resins.



#### Effective use of unused lumber materials

We convert lumber from tree-thinning activities related to power line maintenance into wood biomass fuel used to generate power.



## Preserving Biodiversity

### Our thinking on and targets for preservation of biodiversity

One of our four environmental action principles calls for safeguarding and coexisting with the rich natural environment. Emphasizing the spirit of coexistence with nature so characteristic of the Tohoku and Niigata region, we advance various business activities that reflect due consideration for the environment, including a sense of gratitude for the various blessings and benefits generated by biodiversity and measures to prevent our business activities from damaging biodiversity.

We will continue to seek to avoid and minimize the impact of power station operations on biodiversity.

### Biodiversity considerations at power stations

#### Coexistence with peregrine falcons, a rare wild animal species in Japan at thermal power stations

Peregrine falcons, one of Japan's rare wild animal species, are found in the areas of the Sendai Thermal Power Station and the Shin-Sendai Thermal Power Station. To further the level of biodiversity, we're working to preserve their living habitats.

At the Sendai Thermal Power Station, we revised the schedule for Unit 4 replacement work to avoid disturbing their daily life patterns. These birds can now be found perching on a new stack, even after Unit 4 came online. Visitors to the power station are delighted to see peregrine falcons living there.

At the Shin-Sendai Thermal Power Station, we discovered that peregrine falcons had built their nests on the centralized smokestacks of Units 1 and 2. When these were replaced with the Unit 3 system in 2015, we placed nesting platforms on the new Unit 3 stacks to make up for the removal of Units 1 and 2. We have observed peregrine falcons making their nests on the nesting platforms, as well young birds that have already fledged and left the nests.

We will continue to make every effort to preserve the habitat of these birds.



Peregrine falcon nursing chicks on a nesting platform; photographed in April 2020 (Shin-Sendai Thermal Power Station)



Peregrine falcon chicks photographed in May 2021 (Shin-Sendai Thermal Power Station)

#### Creating a waterside environment on the premises of a thermal power station

The Sendai Thermal Power Station reconstructed a biotope around the reservoir on its premises following damage in the 2011 Great East Japan Earthquake, as part of our actions to conserve biodiversity. *Cercion sexlineatum*, *Oryzias* fish, and other valuable species can be found in the Maejima Pond for Wild Birds, positioned at the center of the biotope.



*Cercion sexlineatum*



The reservoir and the waterside environment on the premises of the Sendai Thermal Power Station



A pair of greater scaup arrived at the waterside

#### Preventing intrusion of sandfish in thermal power stations

In addition to installing nets on its water intakes to keep fish out, the Noshiro Thermal Power Station in Akita Prefecture deploys channels to return to the sea any fish that make it through the nets. These are part of efforts to prevent the intrusion of sandfish—the prefectural fish—which congregate in large numbers near the coast to spawn during winter.

While sandfish eggs adhere to the nets, we remove the nets after incubation is confirmed, reflecting our concern to preserve local fishery resources.



Sandfish eggs

#### Setting up fish ladders at hydroelectric power stations

Fish ladders are installed at hydroelectric power stations to protect aquatic life and to allow fish to pass over dams.

These fish ladders have been installed at Kamigo Dam in the town of Asahi, Yamagata Prefecture. Observations have confirmed the presence of salmon believed to have navigated these ladders in waters upstream from the dam.



Kamigo Dam



Fish ladder at dam

#### Preserving wetlands on the premises of a nuclear power station

Numerous rare animal and plant species are found in the wetlands on the premises of the Higashidori Nuclear Power Station. Protecting them requires controlling the growth of reeds and other plants. We carry out regular weeding to ensure that habitats for rare animals and plants remain unchanged.



*Hemerocallis esculenta* in bloom in the wetlands



*Maculinea teleius*, a rare butterfly species



**Biodiversity initiatives**

<https://www.tohoku-epco.co.jp/enviro/seibutsu/index.html>

## Dialogue with the Community

### Dialogue on environmental issues with members of the community

At Tohoku Electric Power and Tohoku Electric Power Network, employees engage in community cleanup activities and afforestation efforts as Yori, Sou Eco Partners. We will continue to pursue various environmental activities alongside members of the community.



#### Releasing landlocked cherry salmon fry in the Heigawa River

At Miyako Power Network Center and Iwate Sanriku Customer Services Office, together with children from a nearby kindergarten in the local community of Miyako, Iwate prefecture we released landlocked cherry salmon fry into the Heigawa River. Accompanied by riverbed cleanup activities, this activity raises awareness of the need to protect the natural environment.



#### Millennium Hope Hills tree-planting festival

The Tohoku Electric Power Group participates in activities to restore protective coastal woods destroyed by the tsunami caused by the 2011 Great East Japan Earthquake. As part of these activities, we participated in the 2019 Millennium Hope Hills tree-planting festival, held in the city of Iwanuma, Miyagi Prefecture.



#### Cleanup on the north shore of Shimokita Geopark


The Mutsu Customer Services Office, Higashidori Nuclear Power Station, and Mutsu Power Network Center jointly took part in cleanup activities on the north shore of Shimokita Geopark in the city of Mutsu, Aomori Prefecture. Implemented alongside a demonstration of a micro-plastics survey, this activity deepened participant understanding of ocean pollution.



#### Environmental beautification activities in the vicinity of Onagawa Station

As part of environmental beautification activities in the vicinity of Onagawa Station, a JR East railway station, staff from the Onagawa Nuclear Power Station and other Group companies worked energetically with other members of the community to pick up litter and pull weeds in the square in front of this railway station, gateway to the town of Onagawa.

### Independent Assurance Report



#### Independent Assurance Report

To the Representative Director & President of Tohoku Electric Power Co., Inc.

We were engaged by Tohoku Electric Power Co., Inc. (the "Company") to undertake a limited assurance engagement of its "Scope 1, Scope 2 and Scope 3 (Category 3) greenhouse gas emissions" (the "Indicators") for the period from April 1, 2020 to March 31, 2021 included in its Tohoku Electric Power Group Sustainability Data Book 2021 (the "Sustainability Data Book") for the fiscal year ended March 31, 2021.

**The Company's Responsibility**  
The Company is responsible for the preparation of the Indicators in accordance with its own reporting criteria (the "Company's reporting criteria"), as described in the Sustainability Data Book.

**Our Responsibility**  
Our responsibility is to express a limited assurance conclusion on the Indicators based on the procedures we have performed. We conducted our engagement in accordance with the 'International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information' and the 'ISAE 3410, Assurance Engagements on Greenhouse Gas Statements' issued by the International Auditing and Assurance Standards Board. The limited assurance engagement consisted of making inquiries, primarily of persons responsible for the preparation of information presented in the Sustainability Data Book, and applying analytical and other procedures, and the procedures performed vary in nature from, and are less in extent than for, a reasonable assurance engagement. The level of assurance provided is thus not as high as that provided by a reasonable assurance engagement. Our assurance procedures included:

- Interviewing the Company's responsible personnel to obtain an understanding of its policy for preparing the Sustainability Data Book and reviewing the Company's reporting criteria.
- Inquiring about the design of the systems and methods used to collect and process the Indicators.
- Performing analytical procedures on the Indicators.
- Examining, on a test basis, evidence supporting the generation, aggregation and reporting of the Indicators in conformity with the Company's reporting criteria, and recalculating the Indicators.
- Making inquiries and reviewing materials including documented evidence of the Shin-Sendai Thermal Power Station selected on the basis of a risk analysis, as alternative procedures to a site visit.
- Evaluating the overall presentation of the Indicators.

**Conclusion**  
Based on the procedures performed, as described above, nothing has come to our attention that causes us to believe that the Indicators in the Sustainability Data Book are not prepared, in all material respects, in accordance with the Company's reporting criteria as described in the Sustainability Data Book.

**Our Independence and Quality Control**  
We have complied with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. In accordance with International Standard on Quality Control 1, we maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

*KPMG AZSA Sustainability Co., Ltd.*

KPMG AZSA Sustainability Co., Ltd.  
Tokyo, Japan  
October 26, 2021

Product Liability

Customer feedback

We use customer feedback to meet wide-ranging customer needs, improve our service, and to ensure satisfaction.

Product Liability

Our Customer Center handles applications for starting and discontinuing electricity contracts when customers relocate, as well as inquiries concerning billing plans and services, delivering timely and accurate responses by telephone.

The Tohoku Electric Power Network's Network Call Center receives urgent phone inquiries, such as those regarding power outages and electrical facilities, and strives to take actions that reassure customers.

These centers perform daily analyses of the service provided over the phone to assess telephone etiquette, effective response to phone inquiries, appropriate processing of applications, and to confirm that their actions comply with the operational rules for reception to identify issues that need to be addressed. We incorporate customer comments and feedback to improve our operations. We will continue these efforts to enhance reception skills and operational quality and to offer services that meet community needs.



Service at Our Customer Center

TOPICS

Setting up contact points for various applications and inquiries to meet customer needs

(Customer Centers)

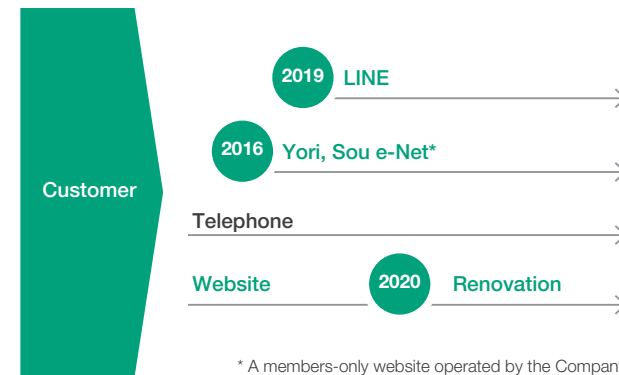
In addition to telephone applications and inquiries, we accept applications and inquiries via the Internet and LINE smartphone app to make communication still more convenient.

These contact points make it easy to submit applications and inquiries at any time of day.\*

We will continue to act in response to customer needs based on feedback and voiced preferences.

\* In some cases, it may take more than one day to check on an application or respond to an inquiry. Customer feedback

Applications/inquiries contact points



\* A members-only website operated by the Company



## Product Liability

### Enhancing actions to boost customer energy efficiency

We propose energy systems providing superior environmental, energy-saving, and safety features to help customers conserve energy and live comfortable and productive lives.

#### Encouraging household energy savings

For household users, we offer information on ways to cut energy consumption without reducing comfort when using electrical systems for hot water supply, heating, lighting, and other general electrical uses. To meet the customer need to shift to electrical appliances and support household energy conservation, we offer the EcoCute heat pump system and other products with outstanding environmental and energy-saving features.

For households in the Tohoku region, hot water supply and heating account for a large part of the energy consumed. Achieving efficient energy use for these applications is key to energy conservation in households. We create proposals for super-insulated housing and energy-saving measures, in addition to highly efficient hot water supply and heating systems that incorporate heat pumps to support safe and comfortable lives with high environmental and energy-efficient performance for buildings, household appliances, and daily life.



Brochure on energy conservation



Sho-Ene Life (Energy Efficient Life) – Tohoku Electric Power's webpage offering different kinds of energy conservation

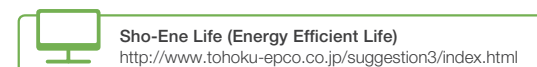
#### Proposals on total energy solution services that resolve customer issues

Acting in their capacity as energy solution partners, our employees propose highly energy efficient heat pumps, electrical systems, and energy management systems so business customers can conserve energy and cut costs. Heat pump systems aren't just environmentally friendly and energy efficient. They're combustion free and boast superior safety. These electrical systems are widely adopted by commercial users at hospitals, welfare facilities, nursery schools, kindergartens, restaurants, cafes, agricultural facilities, and other sites. We propose electrical systems for production processes to factory operators and other business customers to help them achieve both high economic efficiency and advanced environmental performance.

To meet the diverse environmental needs of our customers, we recently proposed photovoltaic (PV) power services for home consumption based on a third-party ownership model that requires no initial investment. Through this and other means, we are enhancing our efforts to achieve carbon neutrality.



Inspecting customer facilities



#### Development of the HEATEDGE as an air-cooled heat pump heat source for the Tohoku region

With limited energy input, air-cooled heat pump heat sources collect heat from the air and convert it into significant thermal energy for cooling and heating. They are so energy efficient that many relatively large factories, hospitals, commercial facilities, and other facilities use them for air conditioning. However, heating performance tends to be less effective under low outdoor temperature conditions. Customers in cold regions needed better heating performance. To meet this need and encourage use of heat pump systems in these regions, we developed the HEATEDGE in joint efforts with Toshiba Carrier Corporation. This air-cooled heat pump heat source features stronger heating performance during defrosting operations than conventional models. We're proactively proposing HEATEDGE as a solution that will provide greater comfort for space heating, even where outdoor temperatures are low, and help customers reduce energy consumption. It has already been adopted by numerous customers.

The HEATEDGE received the 2017 Commendation for Global Warming Prevention Activity (in the technological development and commercialization categories) from the Minister of the Environment and the 2017 Energy Conservation Grand Prize from the Commissioner of the Agency for Natural Resources and Energy.

We will continue to work to resolve customer energy issues while fulfilling customer needs in the Tohoku region.



Exterior view of the HEATEDGE

## Product Liability

### Enhancing Safety Measures in Both Tangible and Intangible Aspects with Safety Enhancement Facilities and Constant Training

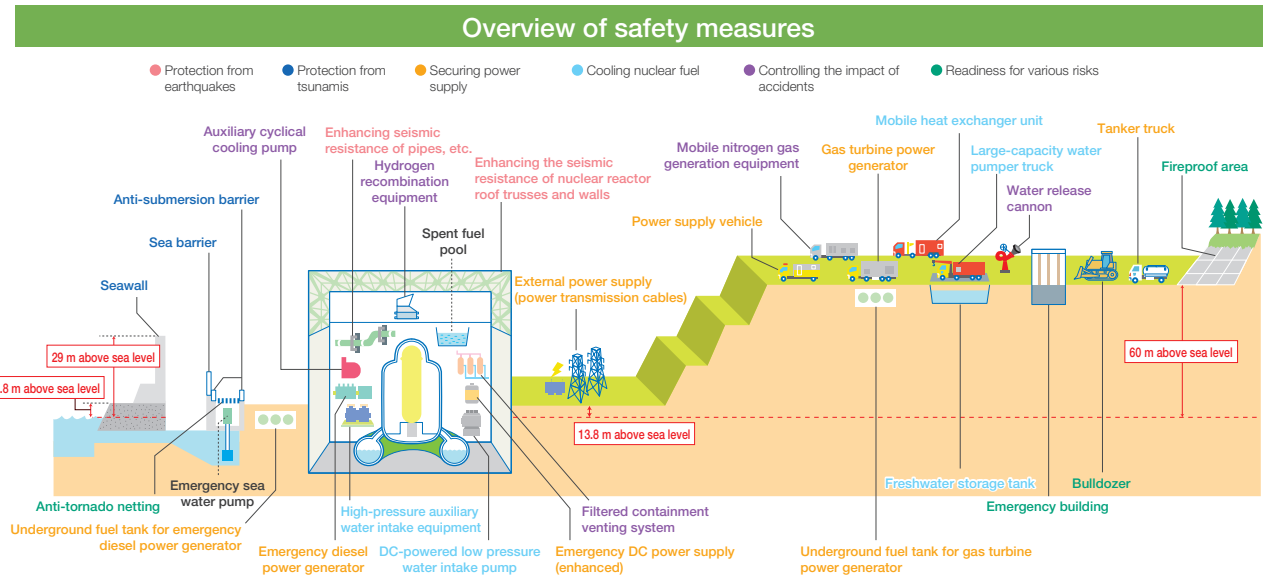
#### Facility initiatives (tangible aspects)

At the Onagawa Nuclear Power Station, construction work to raise the seawall (up to about 29 meters above sea level and about 800 meters in length) is underway to protect the station from tsunamis. Also underway at the power station is the installation of watertight doors against overflow and a filtered containment venting system. This system prevents the discharge of radioactive materials during the venting done to prevent damage to reactor containers due to overpressure. At the Higashidori Nuclear Power Station, the installation of

three freshwater tanks (with a storage capacity of approx. 3,600 m<sup>3</sup> each), which are used to secure the amount of cooling water needed in the event of an accident, is nearly complete. Operational procedures are currently being examined. We're also working on maintenance for facilities at both power stations, including safety inspections during shutdowns and various other inspections.



Progress on seawall construction (Onagawa Nuclear Power Station)



#### Preparing countermeasures against the progress of accident [Defense in depth]

Multiple countermeasures prepared for each stage of progress [Range of countermeasures]	Protecting the facility		Non-natural disasters	
	Countermeasures against earthquakes and tsunamis	1 Reinforcement against earthquakes 2 Raising of seawall and other measures	3 Countermeasures against fires 4 Countermeasures against overflow	
	Securing power supply	5 Installation of gas turbine power generators 6 Additional deployment of power supply vehicles and other measures		
	Preventing fuel failure	7 Installation of high-pressure alternate cooling system 8 Deployment of large-capacity water pumper trucks and other measures		
Containing radioactive materials	9 Filtered containment venting system 10 Hydrogen recombiner and other measures			
		Improving infrastructure to enable response to accidents		Countermeasures against terrorism
		<ul style="list-style-type: none"> <li>Enhancing heavy machinery for removing debris, monitoring equipment, etc.</li> <li>Construction of an emergency response building and other measures</li> </ul>		<ul style="list-style-type: none"> <li>Facilities for responding to specific serious incidents: Facilities for responding to deliberate aircraft crash (terrorism) shall be established within five years following receipt of permission for construction plans related to major facilities (such as a reactor). (Separate application required)</li> </ul>

## Product Liability

### Initiatives related to operations (intangible aspects)

To ensure safety measures and the proper functioning of the facility, we've established operating procedures for and provide comprehensive training on equipment operations. Based on established procedures, we provide ongoing training on operations at power station emergency headquarters, alerts and communication, water injection into reactors, securing a power supply, and other topics. All this represents efforts to improve our emergency response.

#### Training on connecting to power supply vehicles



Training on connecting cables to a power supply vehicle for emergency power supply to the power station (Onagawa Nuclear Power Station)

#### Training simulating accidents



Operational training using a simulator, assuming an accident in which all AC sources are rendered unusable (Nuclear Power Operation and Maintenance Training Center)

#### Training on pumping water to a water pump truck



Training on extending hoses from a water pump truck to pump seawater or other water sources for supply to a nuclear reactor (Higashidori Nuclear Power Station)

### TOPICS

#### Nuclear power information on our website

The nuclear power information section on our website provides detailed information on topics like safety measures and compatibility reviews at the Onagawa and Higashidori nuclear power stations and the decommissioning of Unit No. 1 at the Onagawa Nuclear Power Station.

Pages for virtual tours (Virtual Kengaku) explain safety measures at Onagawa and Higashidori nuclear power stations, using videos, photos, and computer graphics to enable virtual tours around power stations. We will maintain such initiatives as part of efforts to provide information in an easy-to-understand manner.

#### Virtual tour of Onagawa Nuclear Power Station



<http://www.tohoku-epco.co.jp/electr/genshi/safety/virtual/onagawa/index.html>

#### Virtual tour of Higashidori Nuclear Power Station



<http://www.tohoku-epco.co.jp/electr/genshi/safety/virtual/higashidori/index.html>

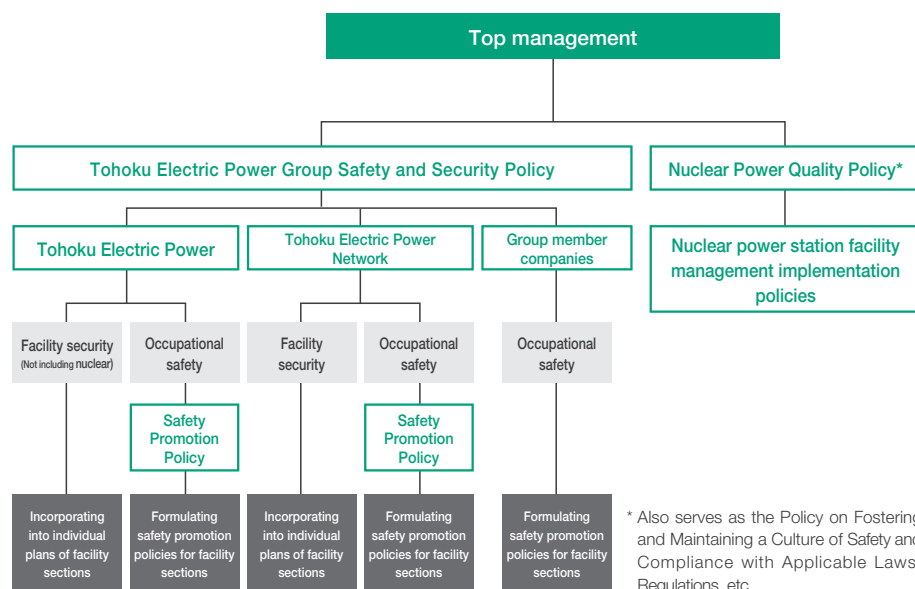
## Safety

### Initiatives to ensure safety and improve business quality

Based on the goal of establishing a robust corporate culture based on safety and improving business quality, Tohoku Electric Power and Tohoku Electric Power Network strive at all times to strengthen security companywide and to improve quality management in nuclear power. These efforts are primarily handled by the Safety and Security Promotion Conference and Nuclear Power Safety Promotion Conference.

We run through the plan-do-check-act (PDCA) cycle in various activities, including periodic assessments of related activities, as we strive to establish these as an integral part of our corporate culture.

### Positioning of safety and security policies



### Tohoku Electric Power Group Safety and Security Policy

In November 2008, we established the Safety and Security Policy as a set of guidelines to ensure all employees take appropriate action based on a shared understanding of safety and security. (The policy was partially revised in April 2017.) Since then, we've further enhanced initiatives related to occupational safety and facility security.

With the spinoff of the power transmission segment into a separate company in April 2020 in accordance with the amended Electricity Business Act, the business environment in which the Tohoku Electric Power Group operates reached a major turning point. Based on our recognition that safety is the highest priority in all our business activities, we believe it is even more important now to establish a corporate culture under which the entire Group works together while putting safety first. For this reason, we've established the Tohoku Electric Power Group Safety and Security Policy to expand the Safety and Security Policy on a groupwide basis.

#### Tohoku Electric Power Group Safety and Security Policy

- 1 Acting with safety as the highest priority at all times
- 2 The courage and initiative to say: "Stop"
- 3 Making it a practice to ask and re-ask questions at all times
- 4 Acting based on an awareness of our own roles and responsibilities
- 5 Sharing information to ensure effective communication at all times

### Safety-first initiatives led by top management

We established the Safety and Security Promotion Conference, a body chaired by the Executive Vice President to strengthen safety and security. Actions include recommendations promoting initiatives to build a safety-first corporate culture.

These meetings were held 18 times in FY2020, to study, deliberate on, and review important matters and accidents from a cross-sectional management perspective, as well as to share information on matters such as safety initiatives and issues at each group company and to improve safety management groupwide.

## Safety

### Safety Promotion Policy

We've established a Safety Promotion Policy that describes our approach to and philosophy on safety and guidelines for initiatives addressing related priorities. We implement our safety activities through the PDCA cycle.

Under the capable leadership of business site management, we will promote safety activities to eliminate fatalities, serious injuries, and accidents involving electric shock or falling accidents while promoting sound and effective communication among managers and employees and teamwork companywide.

#### FY2021 Safety Promotion Policy (excerpted)

As part of efforts to eliminate fatal accidents and serious injuries as well as accidents involving electric shock or falls, in addition to continuing efforts to implement concrete action based on the Tohoku Electric Power Group Safety and Security Policy, we will implement the following measures to prevent any and all accidents involving the people who support our business activities:

#### I. Implementing safety activities based on the Safety and Security Policy

- Office general managers will demonstrate leadership on safety and promote action through various opportunities to ensure that activities pursuant to the Tohoku Electric Power Group Safety and Security Policy are implemented steadily throughout their office.
- We will promote action through various opportunities to ensure that office general managers demonstrate leadership on safety and establish activities based on the Tohoku Electric Power Group Safety and Security Policy.
- In cooperation with office general managers, safety staff will strive to strengthen safety awareness independently and to establish various safety activities. These measures will ensure that activities pursuant to the Tohoku Electric Power Group Safety and Security Policy are implemented steadily throughout all facilities.
- Based on line management, section managers will strive to raise safety awareness independently to ensure that activities pursuant to the Tohoku Electric Power Group Safety and Security Policy are implemented steadily and to achieve high safety awareness among the staff they lead. In addition, efforts will target the prevention of accidents involving employees in various ways, including sharing information on case studies of serious accidents across the group and striving to prevent similar accidents in their own facilities. These activities will also provide appropriate continuing guidance on topics such as everyday operations, commuting, working, and vehicle operations.
- Staff will implement concrete activities daily based on their awareness of the Tohoku Electric Power Group Safety and Security Policy.

#### II. Safety activities undertaken jointly with contractors

- We will establish specific measures to address the following items, thereby building a more effective safety culture, and implement them in partnership with all parties involved in construction.
  - Sharing a "safety first" awareness with contractors
  - Enhancing efforts to identify danger points (increasing risk sensitivity)
  - Practicing safety through spoken warnings and encouragement to speak up
  - Enhancing efforts to strengthen teamwork
  - Strengthening and enhancing two-way communication with contractors

#### III. Implementing safety promotion campaigns to prevent seasonal industrial accidents

- Offices will run timely and effective campaigns to prevent accidents. We will work with Group companies on the following safety promotion campaigns targeting periods of unusual heat or cold, when the marked worsening of the working environment increases accident risks.
  - Summer workplace safety promotion campaign (July 1 – September 30) [priority period: August 1 – 31]
  - Winter workplace safety promotion campaign (December 1 – February 28) [priority period: January 15 – February 15]

### Actions on safety management to achieve zero accidents

To reduce industrial accidents, we introduced a safety and health management system that independently and continuously improves safety management. Under this international standard method of safety and health management, each office performs management independently and works to address and reduce latent risks and harmful factors to prevent industrial accidents.

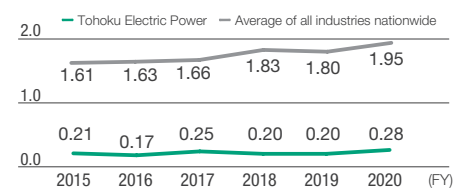
In addition, we provide support for the management system (system audit) to check safety management actions taken by each office. In this way, we're working to strengthen companywide safety management. If any industrial accident occurs, we probe the fundamental causes and background factors to develop effective measures to prevent recurrence. We also share information within the Company to prevent similar future accidents.

In selecting safety managers, we will make every effort to comply with applicable laws and regulations, including providing training on the Industrial Safety and Health Act and other laws and regulations.

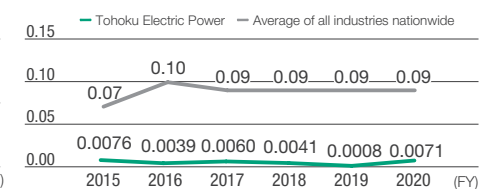
#### Training on laws and regulations (FY2020)

Safety managers	52 persons	Health and safety promotion staff	34 persons
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#### Trends in industrial accident frequency rates\*1



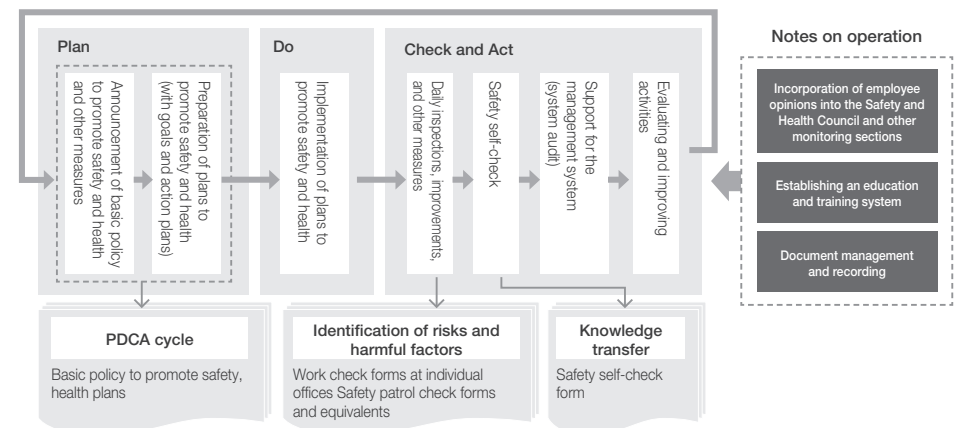
#### Trends in industrial accident severity rates\*2



\*1 Number of industrial accidents resulting in lost work time per million working hours

\*2 Number of working days lost per thousand working hours

### Implementation of safety and health management system



## Safety

### Quality policies for nuclear safety

Our quality policies on nuclear safety place top priority on nuclear safety and provide for the unfailing implementation and continuous improvement of the nuclear power quality management system. We will steadily implement actions to achieve sustained safety enhancement.

#### Quality policies for nuclear safety

We have a duty to enhance nuclear safety and reduce risks based on the keen safety awareness inherited from our predecessors and the many lessons gained from the Great East Japan Earthquake and other disasters.

For this objective, each employee has resolved to gain the understanding and trust of society by demonstrating a strong sense of responsibility, contributing to the safety culture, and continually conducting PDCA activities, based on the formulated policies set forth below.

- 1 Put safety first at all times.**
- 2 Comply with laws, regulations, and rules.**
- 3 Establish a habit of constant review.**
- 4 Enhance information sharing**
- 5 Take a proactive approach to improvements.**

### Policy on Fostering and Maintaining a Culture of Safety and Compliance with Applicable Laws, Regulations, etc.

The Nuclear Power Quality Policy also serves as the Policy on Fostering and Maintaining a Culture of Safety and Compliance with Applicable Laws, Regulations, etc.

### Policy on Maintaining and Managing Nuclear Power Stations

In accordance with the Quality Policies for Nuclear Safety, we formulated a policy on maintaining and managing nuclear power stations to ensure stable operations and safety.

#### Policy on Maintaining and Managing Nuclear Power Stations

Maintenance and management are key factors in ensuring safety at nuclear power stations.

To ensure maintenance and management pursuant to the Quality Policies for Nuclear Safety, we established the following policy on maintaining and managing nuclear power stations based on their current suspended status.

- 1. Check on the soundness of facilities after an earthquake and unfailingly implement the restoration.**
- 2. Never forget to implement facility maintenance and inspections during the suspension period.**
- 3. Implement safety measures that aggressively incorporate new findings.**
- 4. Renewed awareness of the importance of inspection records and checks without omission.**
- 5. Improving capacity through skills transfers**

Based on these actions, we will develop a sense of personal responsibility for the power stations and implement persistent PDCA activities as part of efforts to continuously improve maintenance and management.

## Customer Safety Initiatives

### Implementing work emphasizing customer safety

Many electric power facilities, including utility poles and electric wires that supply electricity, are located close to the residential environments.

When engaging in any kind of work on electrical facilities, we focus on ensuring customer safety around worksites. For example, we place safety barriers and deploy personnel to guide and direct traffic.



Placing safety barriers around the work area



Positioning traffic guide personnel

### TOPICS

#### Visiting elderly households to inspect electric facilities

In cooperation with group companies, our offices visit elderly single-person households to inspect electrical facilities, clean lighting fixtures, and render other services in partnership with local governments, social welfare councils, and other institutions.



Towada Network Center performs electric facility inspections and cleanup activities for elderly single-person households.

### Patrols and calls for attention to protect customers from electric shock

Approaching or touching transmission or distribution lines may result in serious and life-threatening electric shock, power outages, and incidents with serious repercussions for society.

To prevent such accidents, we implement timely patrols at popular fishing sites and locations where use of streamers, kites, or other objects may result in hazards. We also visit customers engaged in ground work, construction, logging, and agriculture and associations and organizations for these businesses, as well as fishing tackle stores to provide safety advice and distribute attention-grabbing posters and flyers.

Our website also presents information on preventing electric shock to raise general public awareness.

The screenshot shows the website for Tohoku Electric Power Company (東北電力ネットワーク). The main content area is titled "感電事故防止のために" (To prevent electric shock accidents). It includes a table of contents on the left and several articles on the right, each with an illustration. The articles cover topics such as safety during kite flying, fishing, and using power tools, and provide specific safety instructions for each activity.



Preventing electric shock  
<https://nw.tohoku-epco.co.jp/accident/>

## Communicating with Business Partners

### Fair and equitable procurement

We're working to lower procurement prices for materials and services without compromising stable procurement or quality.

We understand that winning growing trust from business partners means pursuing procurement activities that meet the standards of corporate social responsibility.

### Pursuing fair and equitable procurement activities in accordance with the Basic Policy of Procurement

Through fair and impartial evaluations, we ensure the transparency of our procurement activities. We disclose procurement procedures in detail on our website. We remain open at all times to product proposals from those who wish to trade with us.

### Training for procurement personnel

We work to build a sound corporate culture that ensures sustained and appropriate relationships with our business partners. Specific activities include training and education for employees to impart corporate ethics and to ensure rigorous compliance with laws and regulations, as well as the compilation of a database of applicable laws and regulations based on internal information systems. We're committed to pursuing training and educational measures that strengthen our corporate credibility and enhance the capabilities of our employees to execute their duties.

## Basic Policy of Procurement

### 1 Openness

In addition to maintaining relationships with suppliers with proven track records, the Company is always working to procure from new suppliers. The Company keeps an open door to companies within and beyond Japan and provides business opportunities open to all.

### 2 Fairness

The Company will select suppliers for procurement by considering overall quality, pricing, delivery time, supply stability, after-sales service, technical compatibility with existing equipment, transaction records, corporate stance, and other aspects, as determined based on a fair and impartial evaluation.

### 3 Adherence to Laws and Societal norms

In procurement operations in Japan and overseas, the Company will respect human rights and comply with all applicable laws and regulations, as well as the spirit underlying such laws and regulation. The Company firmly eschews engagement with antisocial forces, which threaten social order and public safety, and requires all suppliers to do the same

### 4 Safety

The Company will comply with all laws and regulations related to safety to ensure safety and prevent accidents.

### 5 Concern for the Environment

The Company will implement green procurement to further environmental conservation, make effective use of resources, and strive to build a resource recycling society.

### 6 Proper Information Management

The Company appropriately manages and safeguards all confidential information, personal information, and other sensitive information obtained in the procurement process.

### 7 Mutual Trust

The Company will seek to build favorable relationships of mutual trust with suppliers through fair procurement procedures.

### 8 Contributing to Society

Through procurement, the Company will seek to contribute to society alongside its suppliers.



## Communicating with Business Partners

### CSR surveys

We view our suppliers as partners and work with them to meet corporate social responsibilities. For this purpose, in the Request to Material Suppliers, we've defined seven measures we ask suppliers to implement, including adherence to all applicable laws and regulations in Japan and overseas and respect for human rights. We survey major suppliers to assess their activities in these aspects, then convert the survey results into numerical figures and engage in dialogue with suppliers.

In FY2020, we undertook CSR surveys of 386 suppliers and through dialog therewith requested those with assumed room for improvement to implement improvement measures.

### Request to Material Suppliers

#### 1 Adherence to Laws and Societal Norms

- Adherence to all applicable laws and regulations, including civil laws, commercial laws, antitrust laws, subcontracting laws, and the equivalent, as well as the societal norms that apply in the regions in which suppliers conduct business activities, whether in Japan or overseas
- Respect for human rights and measures to prevent child labor, forced labor, and discrimination
- Exclusion of antisocial forces, which threaten social order and safety

#### 2 Safety

- Adherence to laws and regulations pertaining to health and safety
- Maintaining health and safety and preventing accidents through proper management

#### 3 Environmental Consciousness

- Actions to help achieve an environmental management system that complies with ISO 14001 and other standards
- Proactive actions that promote eco-friendly manufacturing, including reducing toxic chemical substances, and green procurement
- Constructive approaches to the three Rs (reduce, reuse, recycle)

#### 4 Fair Pricing and Quality Assurance

- Providing materials at fair prices
- Ongoing provision of materials meeting quality and other standards demanded by the Company
- Sustained improvements in technical capabilities

#### 5 After-sales Service

- Cooperation in maintenance
- Appropriate measures and warranties against defects
- Response to disasters, accidents, and other emergencies

#### 6 Delivery System

- Unfailing adherence to delivery dates and work deadlines
- Development of a stable supply system

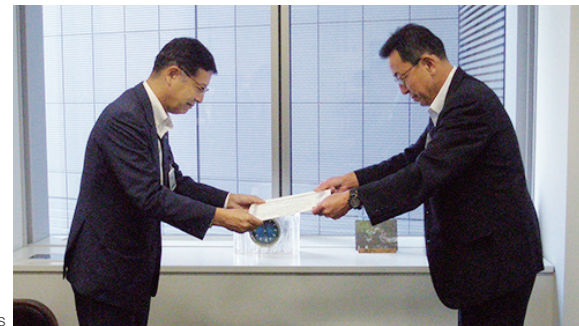
#### 7 Proper Information Management

- Proper management of confidential, personal, and other information

### Presenting letters of thanks for exemplary practices

Alongside proactive information disclosure, we are striving to enhance communication with our suppliers.

One way of doing this is to publish and seek proposals for various practices on our website. We express gratitude for contributions to the Company directly, by presenting letters of thanks for exemplary practice proposals.



Presentation of letter of thanks

## Respect for Diversity

### Basic concepts

One core principle of the Tohoku Electric Power Group Code of Conduct is to build an open and vital corporate culture based on respect for individuals. We act in accordance with the following guidelines to strengthen trust and relationships with stakeholders and Group employees. We regard these principles and the guidelines that emerge from these principles as the fundamental concepts underlying respect for employee human rights.

#### Tohoku Electric Power Group Code of Conduct (excerpts)

**Building an open and vital corporate culture based on respect for individuals  
We promote efforts to build an open and vital corporate culture characterized by mutual cooperation and the free and lively exchange of opinions, based on respect for the personality and individuality of each employee.**

<b>Respect for individuals</b>	We hold in esteem the rights, personality, individuality, and privacy of each and every employee. The Group will not disclose personal information held on employees without the consent of the employee in question, except as required by laws or regulations or as necessary for sound business reasons.
<b>Prohibition of discrimination based on gender</b>	Discrimination against employees on the basis of attributes such as gender, age, disability, ethnicity, nationality, place of origin, beliefs, creed, or religion is strictly prohibited. Instances of violence, intemperate language, sexual harassment, or other such actions will not be tolerated in the workplace.
<b>Fostering the organizational culture needed to build and improve an open and vital corporate culture</b>	In addition to deepening cooperation among companies, sections, and related parties both inside and outside the organization and ensuring a free and lively exchange of opinions in the workplace, we will make progress on building an open and vital corporate culture in which diverse human resources are free to boldly take on new challenges and to demonstrate their individuality and abilities. We will foster an organizational culture that proactively addresses and rectifies any improprieties, thereby preventing the emergence of legal or ethical issues.

### Raising awareness of human rights

We believe the flexibility required to respond effectively to a changing business environment requires conditions that maximize the potential and ability of a diverse corps of employees and connects this to new value creation.

Based on this perspective, we established an internal Human Rights Education Promotion Committee under the leadership of the director responsible to promote awareness of human rights, and have made progress on raising employees awareness of human rights and building an environment in which discrimination is not tolerated. Since FY1994, we have

organized lectures, training programs, and other events with goals that include promoting awareness of human rights, to build workplaces in which diverse employees can thrive. In December 2020, we implemented activities to ensure a thorough understanding and raise awareness of human rights among all employees, including those of Group companies, through making the content of lectures on human rights available on the Company and Group intranet. We will continue striving to raise the awareness of every Group employee on human rights issues.

	(Number of participants)		
	FY2018	FY2019	FY2020
<b>Participation in training on human rights (companywide)</b>	<b>3,631</b>	<b>2,130</b>	<b>2,845</b>

### Preventing harassment

We publish the Handbook for a Comfortable Workplace on our internal bulletin board, issue warnings, and engage in periodic discussions. We also offer training at various levels, from newcomers to managers.

In training for managers in particular, in addition to learning about basic information on harassment, practical examples, and responses to actual cases of harassment, we distribute Subordinate Training Handbooks to help managers acquire knowledge and skills in areas such as countermeasures against power harassment. We seek at all times to raise awareness of harassment prevention.

### Setting up hotlines

Since consultations on harassment requires consideration of interpersonal relations, including those concerning the person consulting on the matter, there is a need for systems that can protect employee rights and environments that allow consultations free of concerns about retribution—specifically, hotlines for reporting harassment.

We've established a centralized and external hotline for consultations related to workplace harassment to enable swift response while protecting the confidentiality and identity of the parties involved.

Based on the consultation, the hotline will investigate the facts of the matter and consider the response after determining whether harassment has taken place. In addition to receiving related training and acquiring the necessary skills, hotline staff comply with strict rules on the handling of personal information and unfavorable treatment of those consulting with the hotline to ensure the hotline functions as intended.

Through good-faith response to consultations received at the hotline, we're committed to being a company at which anyone can work with vitality in workplaces free of harassment.

## Respect for Diversity

### Ascertaining and responding to potential human rights risks

The Tohoku Electric Power Group is implementing various initiatives to identify and prevent or minimize potential human rights risks in our business activities, including procurement. We will continue to ascertain and respond to potential human rights risks in the future.

Stakeholders	Employees	Customers and communities	Suppliers
<b>Potential human rights risks</b>	<ul style="list-style-type: none"> <li>● Long working hours</li> <li>● Workplace accidents</li> <li>● Inadequate consideration for health</li> <li>● Workplace harassment</li> <li>● Discrimination against sexual minorities</li> </ul>	<ul style="list-style-type: none"> <li>● Impact on residents and health damage due to worsening environmental conditions caused by business operations</li> <li>● Leakage of personal information or violations of privacy</li> <li>● Harm due to improper sales activities</li> </ul>	<ul style="list-style-type: none"> <li>● Child labor, forced labor</li> <li>● Discrimination and other human rights violations</li> <li>● Poor working environments</li> <li>● Improper labor management (e.g., long working hours, wrongful dismissal, failure to pay salary)</li> </ul>
<b>Policies</b>	<ul style="list-style-type: none"> <li>● Tohoku Electric Power Group Code of Conduct</li> <li>● Tohoku Electric Power Group Safety and Security Policy</li> <li>● Tohoku Electric Power Group Corporate Ethics and Compliance Activity Policy</li> <li>● Basic Policy for Health Promotion</li> </ul>	<ul style="list-style-type: none"> <li>● Tohoku Electric Power Group Code of Conduct</li> <li>● Tohoku Electric Power Group Environmental Policy</li> <li>● Tohoku Electric Power Group Social Media Policy</li> <li>● Standards for Personal Information Protection</li> </ul>	<ul style="list-style-type: none"> <li>● Basic Policy of Procurement</li> </ul>
<b>Major initiatives</b>	<ul style="list-style-type: none"> <li>● Efforts to promote diversity and realize a sound work-life balance</li> <li>● Practicing health management</li> <li>● Implementing human rights training</li> <li>● Deployment of an occupational health and safety management system</li> <li>● Establishing corporate ethics consultation contacts</li> </ul>	<ul style="list-style-type: none"> <li>● Environmental assessment, environmental countermeasures (e.g., protecting air and water quality, consideration for biodiversity)</li> <li>● Developing systems to manage the security of personal information and implementing security measures</li> <li>● Establishing customer contact points (telephone and Internet) and establishing rules on internal handling to prevent improper solicitation and sales activities</li> </ul>	<ul style="list-style-type: none"> <li>● Asking suppliers to implement human rights initiatives and checking on the state of such initiatives through CSR surveys</li> <li>● Requesting active improvements by suppliers based on the results of CSR surveys</li> </ul>

### Supplier human rights risk assessment

In our CSR surveys targeting suppliers, in addition to improvements in the area of human rights in requests to materials suppliers, we check on human rights initiatives on various topics, including respect for human rights, prohibition of child labor and forced labor, and prohibition of discrimination. Specifically, we check on internal policies on human rights, consultation systems related to human rights, and periodic surveys on human rights. We analyze the results of these surveys. Where we identify room for improvement, we engage in dialog with suppliers, including confirming and exchanging opinions and knowledge on survey contents as well as requests for improvements.

See "Communicating with Business Partners," Sustainability Data Book 2021, p. 23.

## Building Workplaces that Reflect Respect for Diversity

### Promoting diversity

#### Our perspective on promoting diversity and inclusion

To enhance our ability to meet increasingly diverse customer needs and to continue growing as a company amid dramatic changes in the business environment, we believe we must build workplaces in which diverse human resources are free to demonstrate their capabilities to the fullest—regardless of gender, age, disability status, form of employment, nationality, ethnicity, religion, creed, culture, sexual orientation, or sexual identity. To implement our Top Management Commitment to Diversity, we're actively promoting diversity on various themes, including promoting women in the workplace and employing those with disabilities.

#### Promoting women executives

In April 2021, Tohoku Electric Power announced its support for the Japan Business Federation challenge to increase the percentage of women executives to at least 30% by 2030.

To achieve our goal under the Act on Promotion of Women's Participation and Advancement in the Workplace of boosting the numbers of women in managerial positions by a factor of at least 1.5 (compared to the start of FY2019) by the end of March 2025, we are advancing efforts to train and promote women managers. We plan to continue enhancing our diversity and inclusion initiatives.

#### Enabling diverse human resources to thrive

We're moving forward with initiatives to create workplaces in which diverse human resources can demonstrate their abilities to the fullest and to promote roles for women in the workplace. In addition to earning Kurumin certification for the third time as a company that supports childcare and Eruboshi (level two) certification as a company that promotes women's participation and advancement in the workplace, both systems established based on the Act on Advancement of Measures to Support Raising Next-Generation Children and the Act on Promotion of Women's Participation and Advancement in the Workplace, we have been certified by various prefectures for efforts involving workstyle reforms and the advancement of women in the workplace.

We're committed to continuing to contribute to human resource development within communities by promoting the joint participation of men and women within the workplace.



#### Actions for disability employment

To provide more options for those with disabilities and to help them participate in society, we're undertaking recruitment in partnership with educational and other institutions. We assign more vocational and lifestyle counselors for those with disabilities to our offices than required by law, respond to individual working life inquiries, and seek to improve working environments, including renovations to make them barrier-free for workers with disabilities based on the concept of reasonable consideration for people with disabilities. Established in July 2018 to recruit more workers with disabilities and recognized in May 2019 as a special subsidiary company, Tohoku Electric Power Friendly Partners launched office support activities to add support for clerical operations. Our disability employment rate now surpasses the legal requirement of 2.3%. We plan to continue working with Tohoku Electric Power Friendly Partners to create working environments in which workers with disabilities can work in safety and peace of mind and to expand disability employment.

#### Numerical trends and ratio of employees with disabilities



\* Includes estimated basic figures for Tohoku-Electric Power Friendly Partners Co., Inc. beginning with FY2019

## Building Workplaces that Reflect Respect for Diversity

### Work-life balance

#### Perspective on work-life balance

We believe in the importance of achieving a work-life balance and allowing all employees to address their duties to produce positive results while ensuring health and spiritual fulfillment. Workstyle reforms are a significant factor in achieving this goal. We're seeking to introduce different systems and to manage working hours to make it easier to create a harmonious balance of professional and private life.

#### Introducing different systems to ensure a worklife balance

We've introduced several programs to ensure the work-life balance of our employees. These include a childcare leave system that permits employees to take leaves until a child turns three; a care leave system that provides up to two years of leave; and childcare and care support working hours systems that reduce working hours by up to three hours.

We've established a volunteer leave system to help employees achieve self fulfillment. The system allows employees to take leave of work to participate in social welfare, social contribution, or community-based activities.

We strive to create working environments that will support employees in raising their children without forcing them to give up their jobs or careers. On reaching the goal set in the General Employers Action Plan pursuant to the Act for Measures to Support the Development of the Next Generation, we were recognized in 2008, 2015, and 2020 by the Miyagi Labour Bureau as a next-generation development support company.

In FY2020, we expanded the number of offices to which flextime systems apply. We plan to proceed with initiatives to realize diverse work styles for employees in various ways, including revisions to systems that allow employees to work from home. We are also seeking to establish workplaces in which taking childcare leave is a matter of course—part of efforts to create an environment in which both men and women find it easy to take childcare leave.

#### Proper management of working hours

We're working to optimize management of working hours to improve operational quality and to ensure employee morale and vitality.

In response to the amendment of the Labor Standards Act in April 2019, we've enhanced measures to reduce working hours, including setting limits on overtime and management to ensure that employees take paid vacation.

The General Employers Action Plan identifies the goal of achieving a rate of at least 80% of employees taking paid leave by the end of March 2025. We are preparing to accelerate initiatives to encourage employees to take paid leave.

#### Examples of specific actions:

- Clarifying daily work schedules and goals to be met at start of meetings
- Designating one no-overtime day per week
- Making meetings more efficient by clarifying in advance the purpose of the meeting, points to be discussed, and the duration
- Training for managers to enhance labor management and communication skills
- Matching staff assignments to workloads
- Encouraging employees to take time off through systematic scheduling management



Kurumin certification as a company supporting childcare

An employee on childcare leave

#### Systems to further employee work-life balance and number of beneficiaries

		FY2018	FY2019	FY2020
Childcare support systems	Childcare leave system (for women)	48	43	45
	Rate of beneficiaries	97.9%	97.7%	97.8%
	Childcare leave system (for men)	6	5	13
	Rate of beneficiaries	1.6%	1.4%	3.8%
	Childcare support working hours system	144	141	147
	Partner maternity leave system	327	322	316
	Rate of beneficiaries	88.4%	88.5%	92.1%
	Child nursing leave system	446	540	531
Care support systems	Care leave system	7	4	2
	Care support working hours system	3	2	4
	Family care leave system	185	212	122
Volunteer leave system		27	87	5

#### Sound labor-management relationship

Excluding those representing our corporate interests, all employees are members of Tohoku Electric Power's labor union. In 1956, before other companies, management and the labor union concluded a Productivity Collective Contract.

The contract includes provisions whereby both management and workers work jointly to boost productivity. In accordance with this contract, individual offices have established Productivity Councils to deliberate on business implementation plans and operations to develop the Company's business activities and to improve its operations. These bodies work to deepen understanding and trust between the management and the union, thereby contributing to the pursuit of business operations.

## Securing and Training Human Resources

### Developing human resources to drive growth

#### Perspective on developing human resources

We see employees as the driving force behind corporate growth. To empower employees, we're taking diverse measures to strengthen human resource development.

We believe the development of individual employees will contribute to corporate growth and to social contributions.

#### Ongoing recruitment of human resources and strengthening motivation and vitality

To achieve the goals of contributing to the progress of our region through the stable supply of electric power, obtaining human resources capable of further improving customer service, and tackling new management challenges, Tohoku Electric Power and Tohoku Electric Power Network recruited 303 new employees in FY2019 and 325 in FY2020.

Beyond these measures, we must pass on the experience accumulated by employees to retain the technologies and expertise required for business operations. We've launched a system for reemploying employees who have reached the age of retirement to make effective use of their skills. We offer a wide range of working opportunities that meet the needs of individual workers. In FY2020, we newly employed 155 such personnel. As of the end of the fiscal year, we employ a total of 490 reemployed individuals.

#### Skills development for human resources capable of working on renovations

The Tohoku Electric Power Group's "Working alongside next" Medium- to Long-Term Vision identifies the discovery and development of human resources needed to support a business model transformation as an important element of its management foundations supporting corporate value creation

In FY2020, based on this perspective, we implemented business creativity training intended to increase trainee understanding of new business fields and enhance specialized knowledge and language skills. In addition, we are proactively pursuing various programs intended to train human resources capable of tackling the challenge of innovation based on flexible thinking, including various training programs provided by the Business Creation Div. and Information Systems and Communications Dept. to help staff master IT and digital technologies and methods for digital transformation (DX). Within the core power supply business, we plan to provide our human resources with the solid technological background and skills needed to support the stable supply of electricity based on a strong understanding of our social mission.

#### Training programs

Business Creation Div.	<ul style="list-style-type: none"> <li>External seminars 1 and 2 for digitalization human resources</li> <li>External seminar for human resources with data competencies</li> <li>External seminar for next-generation leaders in data utilization</li> <li>External seminars 1 and 2 for business human resources</li> </ul>	Information Systems and Communications Dept.	<ul style="list-style-type: none"> <li>IT human resource training</li> <li>Digital transformation course</li> <li>Core IPA human resources training program</li> </ul>
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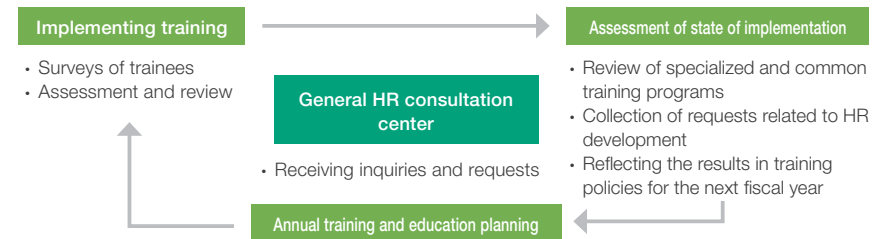
#### Systematic human resource development based on a range of training and education opportunities within and beyond the workplace

##### On-the-job training

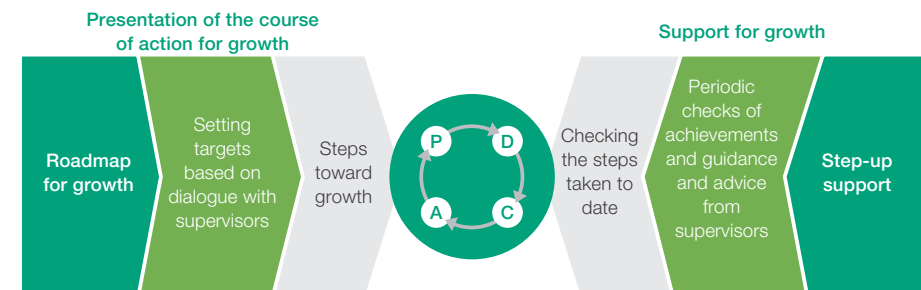
Using a roadmap for growth—a tool that specifies the level of knowledge, techniques, skills, and experience needed—our employees set skill development targets based on dialogue with their supervisors. They receive on-the-job training and group education to meet their targets. Supervisors provide step-up support, including monitoring progress toward targets through daily on-the-job training, periodic achievement checks, and guidance and advice to further continuing and sustained growth. We implement the systematic development of human resources based on the PDCA cycle.

#### Systematic human resource development based on a range of training and education opportunities within and beyond the workplace

Based on the three pillars of (i) on-the-job training (OJT), (ii) off-the-job training (off-JT), and (iii) self-improvement, we are striving to implement effective human resource development through organic mutual cooperation. Each year, we review the state of implementation of common training and specialized training programs with the goal of improving individual training programs and strengthening training quality.



#### Fundamental procedural flow of human resource development



## Securing and Training Human Resources

### Off-the-job training

We offer a systematic lineup of various off-the-job training programs, including training for new recruits, training for employees in their third year and other level-specific training, training for different duties, and programs that allow them to attend domestic or overseas graduate schools or other educational institutions.

In FY2020, we adopted numerous online training programs to stop the spread of COVID-19 and to adapt to new work styles for the “new normal”.

### Common education programs in off-the-job training

Level	Main group training	Dispatch training		
Management level personnel	Training to develop next-generation leaders (for selected trainees)	Overseas study training	Domestic study training	Domestic dispatch training
	Training for front-line office general managers			
	New managerial staff training			
Mid-level personnel	Pre-management training (for selected trainees)	Overseas study training	Domestic study training	Domestic dispatch training
	Leading player training (for selected trainees)			
	Advanced electric power specialist academy (for trainees selected in open competition)			
	Business creativity training (for trainees selected in open competition)			
Young personnel	Training for personal transformation	Overseas study training	Domestic study training	Domestic dispatch training
	Next step training for young employees			
	Introductory training for newly recruited employees			

### Systematically training the next generation of management

The sustained growth of the Tohoku Electric Power Group will require the systematic training of human resources capable of generating a vision of the future, formulating creative business models, making sound decisions, and achieving goals based on a clear sense of mission. To train human resources central to the Group’s future, we are developing next-generation leaders for specialized guidance positions and special management positions. By having both employees of affiliate companies and from Tohoku Electric Power and Tohoku Electric Power Network participate in this training, we aim to enhance the capabilities of the Tohoku Electric Power Group overall.

### Structure of training to develop next-generation leaders

Chief class	Innovative leadership training	Division deputy GM class	Executive leadership training
Head office assistant manager class	Middle management training	Newly appointed executives and office/division GMs	Newly appointed executive and office/division GM training
Head office manager class	Business management training		

### Job-specific departmental education and skills training

Job-specific departmental education seeks to enhance technical knowledge and the skills required to strengthen work quality in individual departments. For the three departments of power supply, substation engineering and transmission engineering, an annual joint skills competition is held to transfer the techniques and skills and renew and build awareness of safety actions. (These were suspended in FY2020 to help stop the spread of COVID-19.) To improve everyday techniques and skills and to enhance skills related to emergency response, the distribution engineering, thermal power, civil and architectural engineering, and other sections organize periodic hands-on drills and online technical drills and competitions. These activities strengthen techniques and skills acquired by employees through workplace experience.



Online training in thermal power dept.



Skills training in power distribution engineering dept.



Training on installing cable fixtures in transmission engineering section

### Self-development support systems

We’ve instituted several different systems to support employee self-development. Various current measures support development for the many different skills and needs of individual employees.

In addition to the programs listed below, we support self-development based on e-learning. We seek to offer environments in which employees can learn more about various topics based on their motivation to acquire skills and knowledge.

#### Encouragement and recognition for those achieving official certification

This system grants to employees achieving official certification related to workplace duties at their own expense with congratulatory cash gifts in recognition of self-development efforts.

#### System of granting aid for education by correspondence

This system covers a portion of expenses incurred after the successful completion of any educational correspondence course recommended by the Company for its employees.

#### Subsidies for taking the TOEIC exam

This system covers the fees required to take the TOEIC exam, as well as the cost of getting to the test venue if the test is taken by the annual due date designated by the Company.

## Health Management

### Actions for Health Management

#### Health management practices based on maintaining the mental and physical health of each employee

We implement the health management needed to ensure we remain a company in which all employees can work energetically and in good health by enhancing early steps that prevent and/or treat illnesses. We've formulated a basic health promotion policy for each fiscal year to take actions that will help establish and maintain a healthy working environment and the mental and physical health of all our employees.

In FY2020, to implement systematic initiatives to maintain employee health, we added to the basic health promotion policy numerical targets related to (i) countermeasures against lifestyle-related conditions; (ii) smoking cessation programs; and (iii) mental health measures. In recognition of our use of a plan-do-check-act (PDCA) cycle in health promotion and other initiatives, we earned recognition in 2021 as a White 500 firm named for outstanding health management (in the large firms category), a joint initiative of the Ministry of Economy, Trade and Industry and Nippon Kenko Kaigi.

We plan to continue pursuing the health management needed to improve employee health and boost productivity, thereby increasing corporate value.



#### Actions that create healthy working environments

To ensure our employees can work in good health and free of needless anxiety, we take steps to maintain and improve working environments based on the results of sanitation patrols and workplace environment measurements undertaken by industrial physicians and hygiene managers. Anti-smoking measures include the separation of smoking areas to prevent exposure to second-hand smoke, completed in FY2006, and reducing smoking areas following smoking bans in entire buildings to discourage smoking. Over the three years through FY2009, continual measures were carried out such as striving to reduce the number of employees who smoke by decreasing the number of smoking areas, based on a policy of making all buildings non-smoking.

In response to the amendment of the Health Promotion Act in April 2020, we have carried out initiatives to reduce smoking such as prohibiting smoking on the grounds of all offices including the head office building. These and other efforts reduced employee smoking rates by 21.2 percentage points—from 44.3% in FY2004, when the anti-smoking measures guidelines were formulated, to 23.1% in FY2020.

#### Encouraging employees to maintain their own mental and physical health

We're active in measures to prevent lifestyle-related diseases and maintain mental health as part of efforts to improve health management. Based on the two pillars of line management by management staff and self-action by employees, specific steps include guidance from industrial physicians and health promotion staff to individual employees and the organization of internal seminars to raise health awareness among management staff and employees.

We apply the PDCA cycle repeatedly to enhance the health of individual employees and to make continuing improvements.

#### Measures to prevent lifestyle-related diseases

We offer health guidance based on the results of annual health checkups, with a special focus on lifestyle improvements. For employees aged 40 and older diagnosed with metabolic syndrome, we provide specified health checks, specified health guidance, and related support in partnership with the health insurance society. We seek to emphasize personal guidance for young employees required to strengthen prevention awareness. During the campaigns for National Occupational Health Week organized by the Ministry of Health, Labour and Welfare and Health Emphasis Month by the National Federation of Health Insurance Societies, we hold health promotion campaigns as part of efforts to inspire employees to change their lifestyles and to begin exercising on a daily basis.

#### Mental health education

To maintain the mental health of our employees, in accordance with the Guidelines for Maintaining and Promoting the Mental Health of Workers established by the Ministry of Health, Labour and Welfare, we're working to identify and prevent mental health issues in the early stages based on activities in four areas of mental healthcare: self-care, line care, staff care, and external care.

Specific measures include seminars on communication and other skills; training for newly appointed management staff on line management; training for newly recruited employees and other young staff on recognizing and responding to stress; counseling for employees facing changes in their working environment due to personnel transfers; and counseling provided by outside specialist organizations. Under the stress check system, we urge employees to assess their own health and to improve working environments based on the group analysis results to help create and maintain employee-friendly workplaces.

#### Countermeasures against infectious disease

In the event of the outbreak of a novel influenza strain or other infectious diseases capable of spreading rapidly ("novel virus" hereinafter), appropriate decisionmaking is essential to ensure safety, business continuity, a stable supply of electricity, and minimal impact on the lives and livelihoods of the public. At the same time, the outbreak of a novel virus may lead to many employees taking time off due to infection or to allow care for family members. Employees who have been in close contact with infected individuals may be unable to work because they have been asked to self-quarantine. The spread of a novel virus may also make it difficult to secure the materials and services needed for business operations. For these reasons, we've formulated a Novel Virus Countermeasures Plan to define risk management structures for a novel virus outbreak, measures related to business continuity, and measures to prevent infection and the spread thereof. In this way, both Tohoku Electric Power and Tohoku Electric Power Network seek to continue fulfilling their roles as public utilities essential to maintain social infrastructure by continuing to deliver a stable supply of electricity while putting safety first and striving to minimize risk to employee health and safety.

See "Our response to COVID-19,"  
Integrated Report, p. 83.





## Compliance

### Stringent compliance with business ethics and applicable laws and regulations

We believe compliance with business ethics and applicable laws and regulations is essential to all business activities. To maintain and enhance related activities, we've established the Committee of Corporate Ethics and Compliance, chaired by the President, and appointed Chiefs of Corporate Ethics and Promoters of Corporate Ethics at the head and other offices. The Committee of Corporate Ethics and Compliance formulates action plans to ensure compliance with business ethics and applicable laws and regulations in accordance with the Tohoku Electric Power Group Corporate Ethics and Compliance Activity Policy. It also implements awareness-promoting activities in partnership with the Chiefs of Corporate Ethics and other personnel. Examples of these activities include training sessions and Corporate Ethics Month. The committee also examines various activities to review specific aspects.

#### Structure to ensure compliance with corporate ethics and applicable laws and regulations\*



\* Since April 2020, Tohoku Electric Power Network has established a similar structure under which both companies engage in joint activities.

#### Roles of Chiefs of Corporate Ethics

Providing guidance on appropriate business execution for fair and honest business activities and preventing improprieties, through taking the initiative and setting a good example as the head of the organization

#### Roles of Promoters of Corporate Ethics

Providing guidance on the daily activities of section members and accelerating the development of an open workplace culture that facilitates flexible communication

### Tohoku Electric Power Group Corporate Ethics and Compliance Activity Policy

#### ① Intensive efforts to prevent misconduct

We regard the Tohoku Electric Power Group Code of Conduct as the basis of all employee actions within the Tohoku Electric Power Group. As part of intensive efforts to prevent misconduct, we're committed to activities targeting ever-growing awareness of risks related to compliance with corporate ethics and applicable laws and regulations.

#### ② Socially acceptable actions

By engaging in the basic processes of noticing, engaging in dialogue, and correcting courses of action, we will proceed in accordance with appropriate values and criteria for judgment and engage in sincere and sound business implementation in society to maintain and boost the trust of local communities.

#### ③ Encouraging the culture of volunteering at workplaces

To prompt and improve activities throughout the Group, individual companies within the Tohoku Electric Power Group will engage in activities to ensure compliance with corporate ethics and applicable laws and regulations and to distribute information on their positive efforts.

#### Education, awareness promotion, and monitoring activities

To enhance knowledge and awareness as the foundations for ethical behavior and to encourage self-discipline, we regularly carry out awareness promotion activities to strengthen compliance with corporate ethics and applicable laws and regulations. We also carry out monitoring and other activities to assess ethical behavior is put into practice. Through these activities, we're working to improve our organizational self-discipline.

#### Providing appropriate education for different ranks

Our induction education for new employees focuses on the need to comply with corporate ethics, applicable laws and regulations, as well as the basics, whereas training for newly appointed managers focuses on points to note in management. In top seminars for the management team members, lectures are given by invited outside experts, in addition to opinion exchange sessions. In this way, we provide appropriate target-focused education for trainees to reinforce knowledge and awareness as the foundations for ethical behavior.

#### Implementing the Tohoku Electric Power Group Corporate Ethics Month

We define October as Tohoku Electric Power Group Corporate Ethics Month. During this month, the president delivers a message to all Group employees, a top seminar is organized and held, and workplace discussions are carried out based on case methods. The discussions seek to strengthen awareness of observing corporate ethics and applicable laws and regulations, as well as promote such as part of corporate culture.

## Compliance

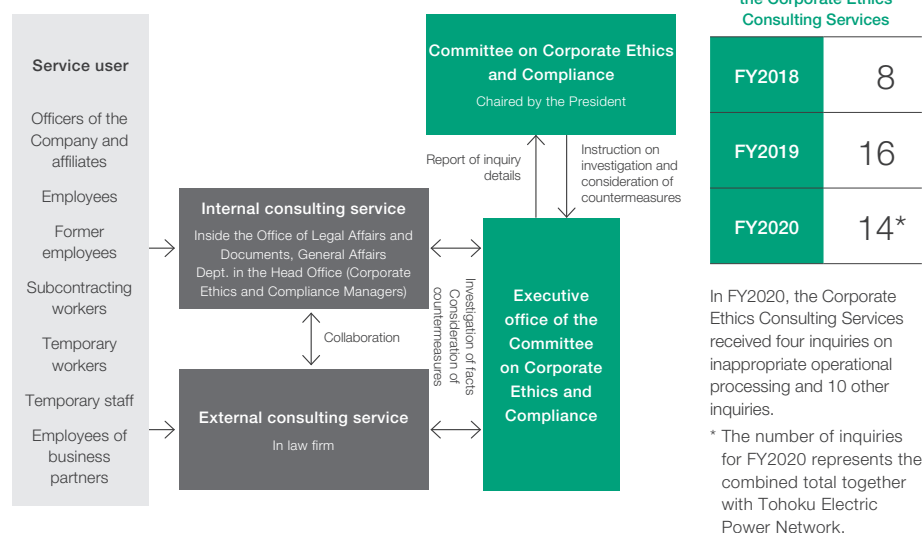
### Groupwide surveys on adherence to corporate ethics and applicable laws and regulations

We've been conducting surveys of employees on the observance of corporate ethics and applicable laws and regulations since FY2017. The surveys monitor the current status of employee perception regarding the observance of corporate ethics and applicable laws and regulations, the organizational culture, as well as how they check, assess and improve actions concerning the observance of corporate ethics and applicable laws and regulations. Beginning in FY2020, the scope of these surveys has been expanded to include the entire Group.

### Appropriate operation of consulting services

We've implemented a Corporate Ethics Consulting Service inside and outside the Company since April 2003. This ethics body receives inquiries and reports about the Company's operations and management and the conduct of employees or other workers or practices in the workplace that may violate corporate ethics or applicable laws or regulations, including dishonest and inappropriate activities. Upon receipt of any such inquiry or report from an employee of the Company or any of its affiliates, the body may investigate and take corrective action and recurrence prevention measures. The Company also strives to ensure appropriate operation of consulting services, including implementing strict management of personal information and barring disadvantageous treatment of any person making use of the service.

### System for using the Corporate Ethics Consulting Services



\* Since April 2020, Tohoku Electric Power Network has established a similar structure under which both companies engage in joint activities.

### Actions to ensure fair competition

To create new value through market competition and maintain our position as No.1 choice for customers, it is important to ensure fair competition, a basic tenet of market competition. We've therefore prepared the Antitrust Compliance Manual and a resource for the Guidelines for Correct Power Trading. We're making them available to all employees to deepen their understanding of the applicable laws and regulations.

### Initiatives to prevent bribery and corruption

#### Tohoku Electric Power Group Code of Conduct (revised February 2020)

The following provisions related to anticorruption were added to the Tohoku Electric Power Group Code of Conduct to further adherence to corporate ethics and compliance throughout the Group.

#### Sound relationships to politics and administration

As a company engaged in a public interest business, the Group shall maintain sound and appropriate ties to political and administrative figures, keeping in mind the spirit of the law and corporate ethics.

#### Gifts and entertainment

Executives and employees must refrain from accepting gifts or entertainment from or providing them to transaction counterparties beyond the socially acceptable extent.

#### Establishing a consultation center for exchange of money, goods, etc.

We established a consultation center in November 2019 based on the recognition that individuals may be unsure how to react or may have concerns about how others react in matters related to the exchange of money, goods, etc. that could potentially amount to bribery. In addition, to enable systematic response, we established a system requiring notification of any exchange of money, goods, etc. in large amounts.

The contents of such notifications are reported to the Committee on Corporate Ethics and Compliance. Particularly serious cases are reported as appropriate to the Board of Directors and the Audit and Supervisory Board.

#### Initiatives to ensure thorough awareness of corporate ethics and compliance

A Corporate Ethics and Compliance Guidebook has been established and distributed Groupwide containing reference case studies, explanations, and other content to ensure fair transactions, gifts and entertainment, and related matters. Through autonomous activities in each workplace, including use of this Guidebook in dialogues during Tohoku Electric Power Group Corporate Ethics Month, we are striving to ensure thorough awareness of the need to maintain appropriate relationships and engage in fair practices with transaction counterparties.

In addition, those responsible for promoting corporate ethics in each workplace receive training to deepen awareness of various policies and guidelines, including the Tohoku Electric Power Group Corporate Ethics and Compliance Activity Policy and the Tohoku Electric Power Group Code of Conduct and their understanding of compliance. By putting what they learn in this training into practice at individual workplaces, they contribute to a thorough understanding of anticorruption efforts, corporate ethics, and compliance matters.

## Compliance

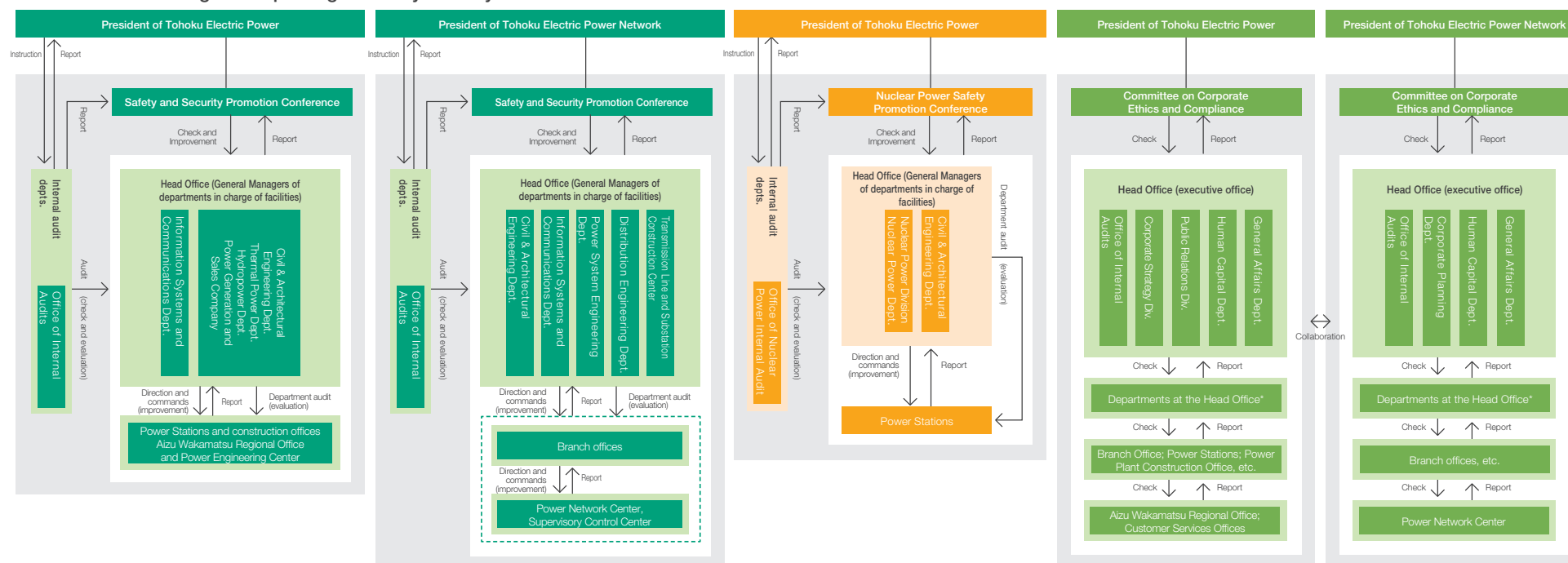
### Actions for entrenching voluntary security activities

To avoid repeating any unfortunate past incident, we report the status of voluntary security activities of individual departments to the Safety and Security Promotion Conference, the Nuclear Power Safety Promotion Conference and the Committee on Corporate Ethics and Compliance. We check if the activities are implemented as planned, voluntary actions of noticing and correcting are carried out and whether active communication, such as dialogue activities, is guaranteed.

We will continue to comply with all laws, regulations, and rules through awareness of, discussing, and applying corrections in day-to-day security activities, and ensure that PDCA activities are implemented. We will continue to keep past actions in mind and strive to further entrench voluntary security activities.

We also are working to ensure the safety of our customers and our communities through voluntary facility security activities.

### Structure for reviewing and improving voluntary security activities



## Information Security

### Actions for information security

Tohoku Electric Power works to maintain and improve the security of its corporate group and to control the personal information of its customers in accordance with applicable laws and regulations. We implement technical measures and establish the systems needed to safeguard against the latest cyberattacks.

#### Tohoku Electric Power Group's actions for maintaining and improving security

We implement technical and organizational measures to maintain and improve security in accordance with the Tohoku Electric Power Group Information Security Fundamental Policies.

Technical measures include steps to prevent unauthorized access, data leakage and falsification. Organizational measures include the development of internal standards for information security, construction of a management system under which the management assumes responsibility, awareness promotion activities for employees and information management, including contractors.



**Tohoku Electric Power Group Information Security Fundamental Policies.**  
<https://www.tohoku-epco.co.jp/privacy/security.html>

#### Appropriate management of personal information in accordance with laws and regulations concerning the protection of personal information

In compliance with the Act on the Protection of Personal Information and the Act on the Use of Numbers to Identify a Specific Individual in Administrative Procedures, we've formulated the Standards for Personal Information Protection to ensure the appropriate management of personal information concerning customers, shareholders, and business partners.



**Tohoku Electric Power Standards for Personal Information Protection**  
<https://www.tohoku-epco.co.jp/privacy/index.html>

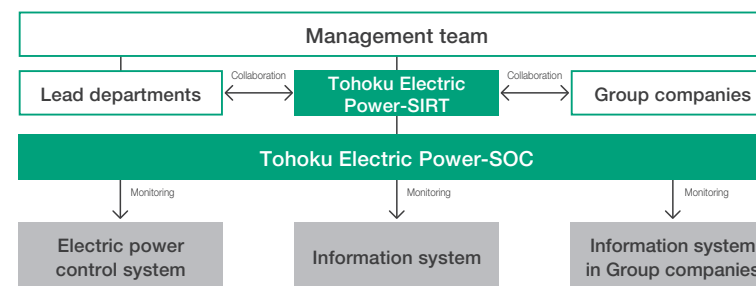


**Tohoku Electric Power Network Standards for Personal Information Protection**  
<https://nw.tohoku-epco.co.jp/privacy/index.html>

#### Technical measures and building a system to safeguard against the latest cyberattacks

We implement the latest technical measures to address increasingly sophisticated cyberattacks, including those that block computer viruses and authorized access. We've established the Tohoku Electric Power Security Incident Response Team (SIRT)\*1 as a security crisis management system and the Tohoku Electric Power Security Operation Center (SOC)\*2 for 24-hour security monitoring operations. In this way, we're working to prevent security incidents and to minimize damage in the event of an occurrence in cooperation with our Group companies.

#### Security Implementation System



\*1. SIRT: Security Incident Response Team. Tohoku Electric Power Network has implemented a similar structure.

\*2. SOC: Security Operations Center

## Performance Data (for fiscal years)

Category	Item	Boundary of data collected <sup>*2</sup>	2018	2019	2020
Facilities Overview <sup>*1</sup>	Number of hydroelectric power stations	G	227	227	227
	Hydroelectric power generation output (MW)	G	2,560	2,560	2,560
	Number of thermal power stations	G	13	13	13
	Thermal power generation output (MW)	G	12,130	12,030	12,070
	Number of geothermal power stations	G	5	5	5
	Geothermal power generation output (MW)	G	212	212	212
	Number of nuclear power stations	G	2	2	2
	Nuclear power generation output (MW)	G	3,270	3,270	2,750
	Number of solar power stations	G	13	13	13
	Solar power generation output (MW)	G	17	17	17
	Number of wind power stations	G	1	1	1
	Wind power generation output (MW)	G	14	14	14
	Route distance of transmission facilities (km)	TN	15,330	15,363	15,385
	Circuit length of transmission facilities (km)	TN	24,996	25,036	25,106
	Number of supports for transmission facilities	TN	58,457	58,388	58,511
	Number of substations	TN	630	631	634
	Substation output (MVA)	TN	78,380	79,410	79,770
	Route distance of power distribution facilities (km)	TN	147,934	144,665	148,734
	Extended wire distance of power distribution facilities (km)	TN	587,638	583,507	590,566
	Number of supports for power distribution facilities	TN	3,126,235	3,137,078	3,147,400
Power outage frequency and duration	Average power outage frequency per customer house (number of instances)	TN	0.08	0.09	0.14
	Average power outage duration per customer house (minutes)	TN	7	13	21
Regional characteristics and load density in Tohoku	Population density (per km <sup>2</sup> )	—	142	142	136
	Electricity sales per unit area (MWh per km <sup>2</sup> )	—	870	840	830

Category	Item	Boundary of data collected <sup>*2</sup>	2018	2019	2020	
Facilities	Power sources (billion yen)	G	100.8	160.6	134.9	
	Facility construction costs	Distribution (billion yen)	G	116.9	112.8	112.7
		Other (billion yen)	G	38.1	40.3	61.2
		Total (billion yen)	G	255.9	313.8	309.0
Nuclear energy	Nuclear power station facilities use	TD	0.0	0.0	0.0	
	Average radiation dose per worker	at the Onagawa Nuclear Power Station (mSv)	TD	0.1	0.1	0.3
		at the Higashidori Nuclear Power Station (mSv)	TD	0.4	0.0	0.0
Nuclear energy	Solid waste at the Onagawa Nuclear Power Station	Generation (drums equivalent)	TD	3,064	2,824	2,832
		Volume reduction (drums equivalent)	TD	1,724	2,024	1,732
		Total cumulative storage (drums equivalent)	TD	33,972	34,772	35,872
		Storage capacity (drums equivalent)	TD	55,488	55,488	55,488
Nuclear energy	Solid waste at the Higashidori Nuclear	Generation (drums equivalent)	TD	656	516	544
		Volume reduction (drums equivalent)	TD	0	0	0
		Total cumulative storage (drums equivalent)	TD	13,248	13,764	14,308
		Storage capacity (drums equivalent)	TD	18,360	18,360	18,360
Shareholders and investors	Percentage of ownership	National and local governments (%)	TD	4.1	4.0	4.0
		Financial institutions (%)	TD	33.4	37.1	32.5
		Other corporations (%)	TD	6.0	4.4	7.3
	Percentage of ownership	Foreigners (%)	TD	23.7	20.0	21.2
		Individuals and other parties (%)	TD	32.8	34.5	35.0
		Total number of issued shares	TD	502,882,585	502,882,585	502,882,585
		Number of shareholders	TD	171,598	173,712	170,655
	Major achievements of investor relationships activities	Number of participants in financial results briefings	TD	144	132	99
		Number of institutional investors visited	TD	102	94	11

\*1 The power stations included are the main facilities of the Tohoku Electric Power Group. \*2 G: Tohoku Electric Power Group; TD: Tohoku Electric Power; TN: Tohoku Electric Power Network

## Performance Data (for fiscal years)

Category	Item	Boundary of data collected <sup>a)</sup>	2018	2019	2020
Number of employees	Male	TD/TN	11,350	11,277	11,160
	Female	TD/TN	839	879	954
Percentage of women in key management positions	Percentage of women in key management positions (%)	TD/TN	0.33	0.36	0.40
Number of management staff (executives)	Male	TD/TN	5,011	5,106	5,137
	Female	TD/TN	84	99	111
Number of new employees recruited	Male	TD/TN	239	266	266
	Female	TD/TN	36	37	59
Average age	Male (years)	TD/TN	42.9	43.0	43.0
	Female (years)	TD/TN	39.6	39.6	39.4
Average tenure	Male (years)	TD/TN	22.6	22.6	22.6
	Female (years)	TD/TN	18.6	17.7	16.9
Separation rate	(%)	TD/TN			0.45
Other than permanent full-time employees	(%)	TD/TN			8.4
Personnel re-employed under the re-employment system for the elderly	Number of personnel re-employed	TD/TN	116	110	157
	Ratio of personnel re-employed to those eligible for the system for the fiscal year (%)	TD/TN	61.7	64.7	75.8
Training costs per employee and total number attending training classes	Training costs per employee (thousand yen)	TD/TN	116	111	79
	Total number attending training classes (hundred)	TD/TN	175	179	150
Average number of days of training per employee	Number of days of off-site training per employee (days)	TD/TN	—	17.5	17.8
Total annual training hours per employee	(hours)	TD/TN			136.5
Percentage undergoing training	(%)	TD/TN			123.6
Working hours	Total number of working hours (excluding night duty, etc.)	TD/TN	1,969	1,941	1,953
	Number of overtime labor hours (excluding night duty, etc.)	TD/TN	282	285	280
Paid leave	Number of average days taken as paid leave	TD/TN	13.4	13.8	14.8

Category	Item	Boundary of data collected <sup>a)</sup>	2018	2019	2020
Systems for work-life balance and number of beneficiaries	Number of beneficiaries of childcare leave system	TD/TN	54	48	58
	Number of beneficiaries of childcare support working hours system	TD/TN	144	141	147
	Number of beneficiaries of partner maternity leave system	TD/TN	327	322	316
	Number of beneficiaries of child nursing leave system (special leave)	TD/TN	446	540	531
	Number of beneficiaries of care leave system	TD/TN	5	4	2
	Number of beneficiaries of care support working hours system	TD/TN	3	2	4
	Number of beneficiaries of family care leave system	TD/TN	185	212	122
	Number of beneficiaries of volunteer leave system	TD/TN	27	87	5
	Number of beneficiaries of personal leave systems	TD/TN	1	2	0
	Disability employment	Number of employees with disabilities	TD/TN	221	235
Disabled person employment rate (%)		TD/TN	2.07	2.21	2.32
Participation in human rights education	Number of participants	TD/TN	3,631	2,130	2,845
Labor safety and health	Fatal employee accidents	TD/TN	0	0	0
	Employee accidents involving time off work	TD/TN	22	14	15
	Employee accidents not involving time off work	TD/TN	76	74	53
	Total employee fatal accidents, accidents involving time off work, and accidents not involving time off work	TD/TN	98	88	68
	Contractor fatal accidents	TD/TN	3	2	3
	Frequency rate	TD/TN	0.20	0.20	0.28
Local communities	Severity rate	TD/TN	0.0041	0.0008	0.0071
	Frequency of internal communication activities (number of instances)	TD/TN	73	92	47
	Community investment under the Tohoku-Niigata vitalization support program (million yen)	TD	2.8	2.8	3.5
	Energy communication activities	TD/TN	2,358	2,372	605
	Frequency of events such as facilities tours, lectures, and briefings on energy and the environment (number of instances)	TD/TN			

<sup>a)</sup> G: Tohoku Electric Power Group; TD: Tohoku Electric Power; TN: Tohoku Electric Power Network

## Performance Data (for fiscal years)

Category	Item	Boundary of data collected <sup>*8</sup>	2018	2019	2020
Company power generated <sup>*1</sup>	Nuclear (TWh)	TD	-0.2	-0.2	—
	Thermal (TWh)	TD	53.8	52.2	50.9
	Hydroelectric (TWh)	TD	7.4	8.1	7.9
	New energy and other sources (TWh)	TD	0.7	0.7	0.7
Transmitted and Purchased electricity <sup>*2</sup>	Power received from other companies (TWh)	TD	35.0	37.2	33.4
	Power transmitted to other companies (TWh)	TD	-6.8	-6.5	-6.4
Electric power consumption	Power consumed at power stations <sup>*3</sup> (TWh)	TD/TN	2.6	2.6	—
	Power consumed for water pumping (TWh)	TD/TN	0.09	0.08	0.11
	Power consumed at internal offices <sup>*4</sup> (TWh)	TD/TN	0.09	0.08	0.08
Electric power sales	Electric power sales (GWh)	TD	68,876	67,167	65,952
Fuel consumption for power generation	Coal (thousand tons)	TD/TN	7,990	8,390	8,260
	Heavy oil (thousand kl)	TD/TN	270	150	150
	Crude oil (thousand kl)	TD/TN	80	70	60
	Natural gas (billion Nm <sup>3</sup> )	TD/TN	0.18	0.15	0.06
	LNG (thousand tons)	TD/TN	4,380	4,120	4,080
	Nuclear fuel (tons)	TD/TN	0	0	0
Water consumption	Industrial water (thousand tons)	TD/TN	10,400	10,730	11,050
	Household water (m <sup>3</sup> )	TD/TN	—	—	278,780
Vehicle fuel consumption	Gasoline (kl)	TD/TN	2,222	2,047	2,004
	Diesel oil (kl)	TD/TN	583	487	547
Consumption of other materials	Limestone (thousand tons)	TD/TN	100	110	110
	Ammonia (thousand tons)	TD/TN	10	10	10
CO <sub>2</sub> emissions <sup>*5</sup>	CO <sub>2</sub> emissions (thousand tons CO <sub>2</sub> )	TD/TN	36,230 (35,820)	34,890 (34,710)	30,120 (31,400)
	CO <sub>2</sub> emission factors (kg-CO <sub>2</sub> /kWh)	TD/TN	0.528 (0.522)	0.521 (0.519)	0.457 (0.476)

Category	Item	Boundary of data collected <sup>*8</sup>	2018	2019	2020
Emissions of greenhouse gases other than CO <sub>2</sub>	SF <sub>6</sub> stockpiles (t)	TD/TN	—	—	812.2
	SF <sub>6</sub> leakage (t) <sup>*6</sup>	TD/TN	—	—	1.1
	HFC stockpiles (t) <sup>*6</sup>	TD/TN	53.3	56.0	58.8
	HFC leakage (t) <sup>*6</sup>	TD/TN	—	—	2.4
	N <sub>2</sub> O emissions (t-CO <sub>2</sub> )	TD/TN	—	—	42,334
Waste	Waste generation (thousand tons)	TD/TN	1,121	1,126	1,167
	Waste final disposal amount (thousand tons)	TD/TN	132	89	95
	Industrial waste recycling amount (thousand tons)	TD/TN	989	1,036	1,072
	Waste effective use rate (%)	TD/TN	88.2	92.1	91.9
	Line transformers treated for PCB contamination (cumulative)	TD/TN	710,133	710,190	710,197
	Insulation oil treated with trace PCB contamination (kg)	TD/TN	—	—	114,634
	Plastic wastes generated (t)	TD/TN	—	—	1,151
	Plastic recycling rate (%)	TD/TN	—	—	79.7
Other emissions	SOx emissions (thousand tons)	TD/TN	7	7	6
	SOx emission intensity (g/kWh)	TD/TN	0.13	0.13	0.12
	NOx emissions (thousand tons)	TD/TN	10	11	11
	NOx emission intensity (g/kWh)	TD/TN	0.18	0.21	0.20
Prevention of global warming	Water discharge (thousand tons)	TD/TN	2,880	3,180	3,050
	CO <sub>2</sub> emitted by vehicles (thousand tons CO <sub>2</sub> )	TD/TN	7	6	6
	Total thermal power integrated efficiency (low calorific value standard) (%)	TD/TN	46.7	46.5	46.3
	Electricity purchase from solar power generation (MW)	TD/TN	4,757	5,761	6,570
	Transmission and distribution loss rates (%) <sup>*7</sup>	TD/TN	5.00 (5.45)	5.31	5.76
	Cumulative total number of EcoCute units sold in the region served by Tohoku Electric Power	TD/TN	481,537	524,712	569,187

\*1 Volume of electricity generated at the transmission end, excluding power used at power stations offline since FY2020 \*2 Including grid operations \*3 Excluded from total since FY2020 \*4 Excluding power for business use inside power stations since FY2019

\*5 Figures in parentheses ( ) represent basic CO<sub>2</sub> emissions and CO<sub>2</sub> emission factors that do not reflect adjustments under the feed-in tariff (FIT) scheme for renewable energy. \*6 Calendar year results

\*7 Figures shown are for the area served by Tohoku Electric Power Network starting with FY2019 results. Figures in parentheses ( ) represent figures for the area served in FY2018. \*8 TD: Tohoku Electric Power; TN: Tohoku Electric Power Network