

Compliance Management

To increase trust among customers and the people in its service area, Kyushu Electric Power maintains strict compliance while also operating with transparency and fairness in keeping with its commitment to ethical conduct.

Compliance Initiatives

Compliance Management Structure

We established the Compliance Committee in October 2002 under the oversight of the Board of Directors. The committee appoints the heads of head-office departments, branch offices and business sites as Compliance officers to ensure companywide compliance management, thus raising awareness of issues.

We set up internal and external compliance consulting desks that work as an internal reporting system.

The Group CSR Subcommittee disseminates action plans and provides information to Group companies (see page 16).

Compliance Committee

The president chairs this body, whose members include directors, the chairperson of the Company's labor union committee and three external experts, with auditors attending, to ensure objectivity and transparency.

This committee meets semiannually to deliberate on and propose compliance management policies and responses, and to monitor progress.

Compliance Consultation Desks

We set up compliance consultation desks in February 2003 to prevent or quickly identify legal and ethical violations. In April 2005, we began external counseling services through a law firm.

The rules for setting and running compliance consultation desks mandate complete confidentiality for all users. It is forbidden to treat any user unfavorably for using or making reports through these services.

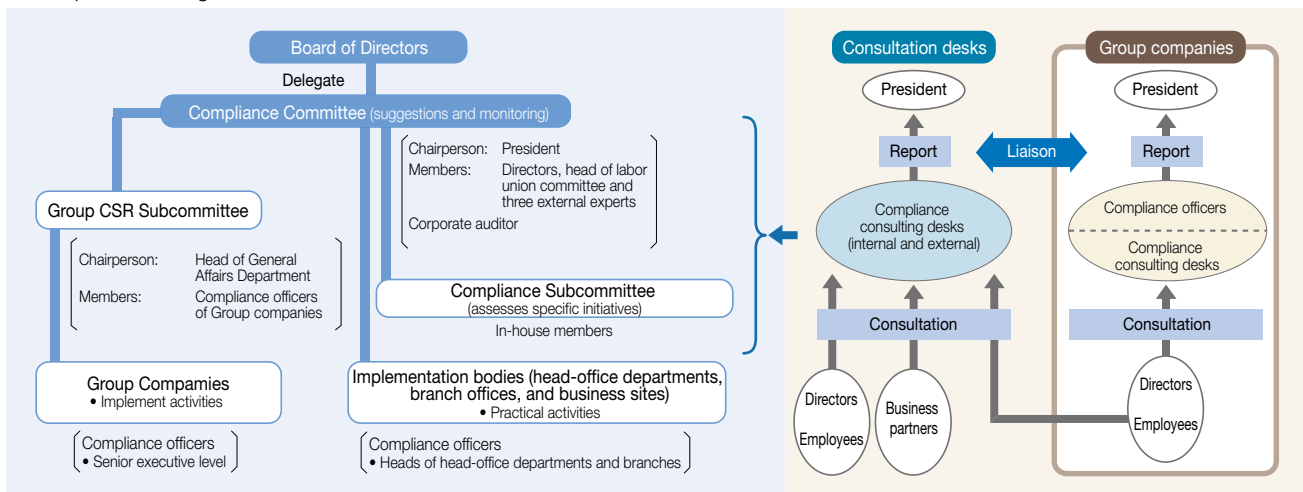
In FY2009, there were 22 cases in which people sought consultation or reported compliance abuses (see below).

Please note that we maintain a sexual harassment advice desks (see page 23).

Compliance Abuse Consultations and Reports in FY2009

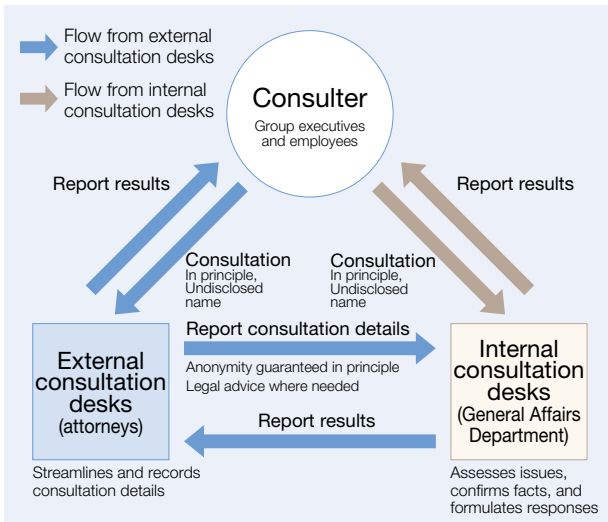
• Doubts about operational practices	10
• Complaints about employee conduct	6
• Consultations about the law and other consultations and queries	6

▼ Compliance Management Structure





▼ Compliance Consultation Desks



Raising Employee Awareness through Education and Training

We provide ongoing education and training through seminars and e-learning on our Compliance Action Guidelines and departmental action guidelines.

Personnel ratings are another tool for raising compliance awareness. Such assessments encompass corporate ethics and other issues, and whether employees adhere to compliance requirements.

We also provide education and training to Group companies.

Ensuring Robust Information Security and Personal Information Protection

Information Security Management Structure

The president is ultimately responsible for managing information security. Officials from each head office department, business site and group operation oversee security at their respective operations to safeguard internal and personal information.

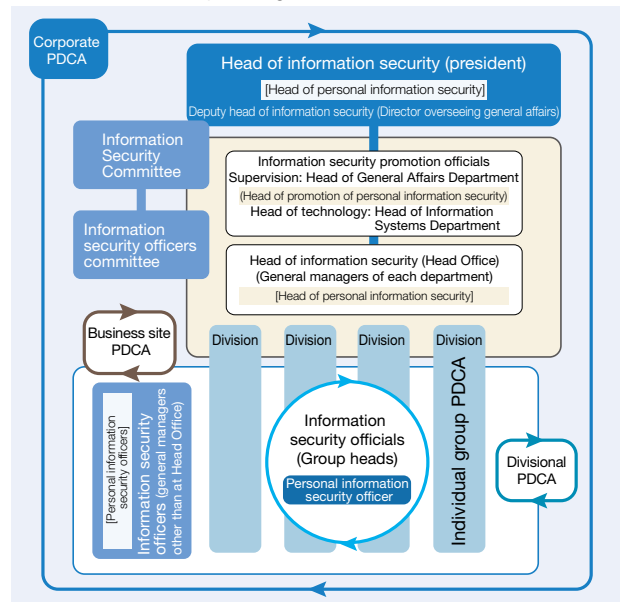
The Information Security Committee and the Information Security Officers Committee ensure all departments, business offices, group operations companywide properly use PDCA cycles and maintain information security and protect personal information.

Information Leaks and Preventing Recurrences

There were 30 incidents of lost documentation containing personal information in FY2009, including customer meter reading notices and payment slips for utility pole site fees.

The information could have leaked to third parties in all these incidents, which should not have occurred in the first place. We are therefore taking extensive ongoing steps to completely safeguard personal and company information.

▼ Information Security Management Structure



Preventing Recurrences

- Strengthen information handling in keeping with office regulations
- Continuously educate all employees
- Share information, including for Group companies, about example of leaks through our compliance intranet
- Assess external contractors' information security management and request improvements