

5 Results of Employees' Environmental Awareness Survey

For thorough implementation of corporate environmental activities, it is essential for each employee to have high and constant environmental awareness. In discussing how to improve our environmental activities, Kyushu Electric Power Co., Inc. utilizes what it has learned about employees' awareness and understanding of environmental activities, their involvement in the activities, needs, and changes in these aspects over the years.

1 Improvements in Environmental Activities Resulting from Findings of FY2004 Survey

Support Activities for Branch Offices by the Environmental Affairs Department, Head Office

The environmental management system① was newly applied on a company wide basis, and the environmental affairs department was requested to give support and instructions to branch offices, serving as an external monitoring function. Therefore, the department has:

- enhanced internal environmental audit bodies (at 60 offices).
- assisted environmental activities improvements (at 99 offices).
- provided support to further raise employees' environmental awareness (at 31 offices).

Training Programs for Employees to Acquire Expertise and Daily Engagement in Environmental Activities

In order to meet the needs for practical training to ensure appropriate implementation of environmental activities and to incorporate such activities into daily practices at each office, the following tasks were implemented:

- Recognizing and answering the need for environmental training (taken by 230 employees)
- Education focusing mainly on issues insufficiently understood or deemed highly necessary
- Training courses by function, offered in consideration that members with different functions have different levels of awareness or understanding
- Fostering internal environmental auditors of the environmental management system (161 employees)

Development of Standards and Manuals for Proper Waste Treatment

While developing waste treatment standards and manuals, Kyushu Electric Power Co., Inc. offered practical training including training at the environment-related section. In order to enhance our self-checking function under the environmental management system, we prepared and utilized a "Legal compliance checklist" as well as an "Environmental audit checklist" which supplements the legal compliance checklists in reviewing our operations and compliance conditions at the time of internal audits.

2 Outline of the FY2005 Survey

- Subjects: 12,571 employees
(All employees except executives and directors at the head office)
- Responses: 7,386 (response rate: 59%)
[Response rate of the previous survey (FY2004): 56%]
- Period: May 23 (Monday) through June 3 (Friday), 2005
- Method and contents:
Questionnaire via e-mail using the intranet (anonymous survey)
The purpose of this survey was to understand employees' awareness and understanding levels of and involvement in each environmental activity. It focused mainly on activities that were less recognized or showed poor performance in the previous survey, and introduced measures to improve them.

Summary of the survey results

- Employees have a better understanding of the environmental management system due to support activities for offices. (The environmental management system is effective: 79.4% 74.7% 78.1%)
About half of those who answered that the system is not effective believe that the system needs to be further improved.
Furthermore, we received many opinions arguing that deeper understanding of the system is essential to solidify understanding and thus requires continuous support and guidance by the Environment Affairs Department of the head office.
- Understanding of environmental management② has also deepened. A solid increase is seen in the recognition that environmental management is important for corporate administration. (77.3% 85.6%)
- The level of proper waste treatment remains high (98.4% 98.4% 98.8%). However, some answers showed that some respondents don't know to what extent they should separate waste, and requested OJT③ and other practical education as well as the development or the revision of related manuals.
- Thanks to the results of the Nikkei Environmental Management Survey, in which the company ranked first for two consecutive years, the awareness of environmental ratings rose drastically. (42.2% 62.8%)
- The intranet of the Environment Affairs Department, which was developed as a tool to share information, gained higher recognition (66.3% 74.6%). However, its utilization rate remains noticeably low. (15.0% 12.2%)

3 Environmental Activities Reflecting the Results

The results indicate that employees are actively engaged in environmental activities and they highly evaluated measures taken to make improvements based on the findings of fiscal 2004 survey. However, further efforts are required for continuous improvement and also to respond to the Kyoto Protocol Target Achievement Plan④.

Considering the above and based on the findings from the latest survey, the company will continue to:

- provide direct support to branch offices supported by the Environment Affairs Department, while seeking further improvement by adding technical training programs to appropriately operate the environmental management system and regularly engage in environmental activities;
- identify needs and review the contents of the intranet to boost its use and share information without delay; and
- understand employee awareness to make improvements.