

# The HEPCO Group CSR Behavior Charter

## Basic Ideas

With a management philosophy based on “respect for humanity”, “contribution to local communities” and “efficient operations”, the HEPCO Group acknowledges that it can never progress without sustainable development in local communities, and steadily fulfills its obligations as a member of society. The philosophy also contributes to socioeconomic development and the creation of a new culture by providing products and services centering on electricity. We secure the trust of society and improve our corporate values by engaging in transparent and fair business activities under the HEPCO Group’s unified management system. We consider safety as our top priority in developing business activities, respect human rights and pay attention to the environment. The HEPCO Group acknowledges these basic matters and behaves according to the following Code of Conduct.

### Customers

○ We put customer satisfaction first in providing electricity-centered products and services.

· We facilitate communication with our customers, ensure safety and security, and provide products and services whose quality and prices are satisfactory to our customers.

### Local residents

○ We live up to the expectations and trust of local residents in good faith.

· We keep local communities informed of our business activities and improve communication with local residents as a member of local communities, thereby deepening mutual understandings.  
· We intensify our efforts to reinvigorate regional economies and local communities by demonstrating the HEPCO Group’s collective strengths.

### Shareholders and investors

○ We live up to the expectations and trust of shareholders and investors in good faith.

· We unflaggingly promote the enhancement of management efficiency and improve our values in a stable and sustainable manner by properly managing risks associated with our business activities.  
· We disclose information regarding our business activities in a timely and appropriate manner, and maintain active communication with shareholders and investors.

## Code of Conduct

### Employees

○ We make the workplace safe and more rewarding for our employees.

· We ensure the safety of our employees, strive to keep them in good health and make sure that they can freely communicate with each other in our workplace by remaining conscious of occupational safety and health and trying to improve the work environment and culture.  
· We make the workplace more rewarding by respecting the character and personality of individual employees and ensuring that they can fully exercise their abilities.

### Business partners

○ We conduct transparent and fair transactions with our business partners based on equal footing and mutual trust.

· We value faith and trust and act in good conscience according to contracts and sound business practices.  
· We also ask our business partners to have the same level of awareness of CSR and engage in appropriate activities.

### Environment

○ We conduct business activities while actively tackling challenges concerning the global and regional environments.

· Aiming to ensure the sustainable development of society, we promote measures to mitigate global warming, conserve regional environments and establish a recycling-based society. At the same time, we also work hard to reduce environmental burdens in all business fields.  
· We ensure thorough environmental management and provide information on our activities to redress environmental problems in a timely and appropriate manner.

### Compliance

○ We always pursue thorough compliance.

· We act while continually recognizing our responsibility to be compliant, to act in accordance with laws, internal regulations and corporate ethics.  
· We properly manage all information that the company possesses, including personal information.  
· We respond to such antisocial behavior as to threaten social order and security in a resolute attitude.