

Initiatives for Improvements in the Niigata Region

TEPCO

November 20, 2017
Niigata Division

1. Overview of Initiatives for Improvements

■ **Improvement vectors ①-③ were determined based on root causes. Initiatives ①-⑥ were formulated in order to achieve these improvements**

⇒ Reflection and root cause analysis have shown that we have tendency to look from our own perspective and prioritize our own needs over society, which is a trait that needs to be improved.

① Deepen coordination between Headquarters inspection-handling departments and communication departments

- ① The newly established “Inspection Policy Review Committee” will be leveraged to share information about important safety measures (from March 2017)
- ② Participation by Nuclear Power Division managers in Niigata Headquarter public hearing activities (from July 2017)

② Give sincere and careful explanations to society and the people of Niigata Prefecture

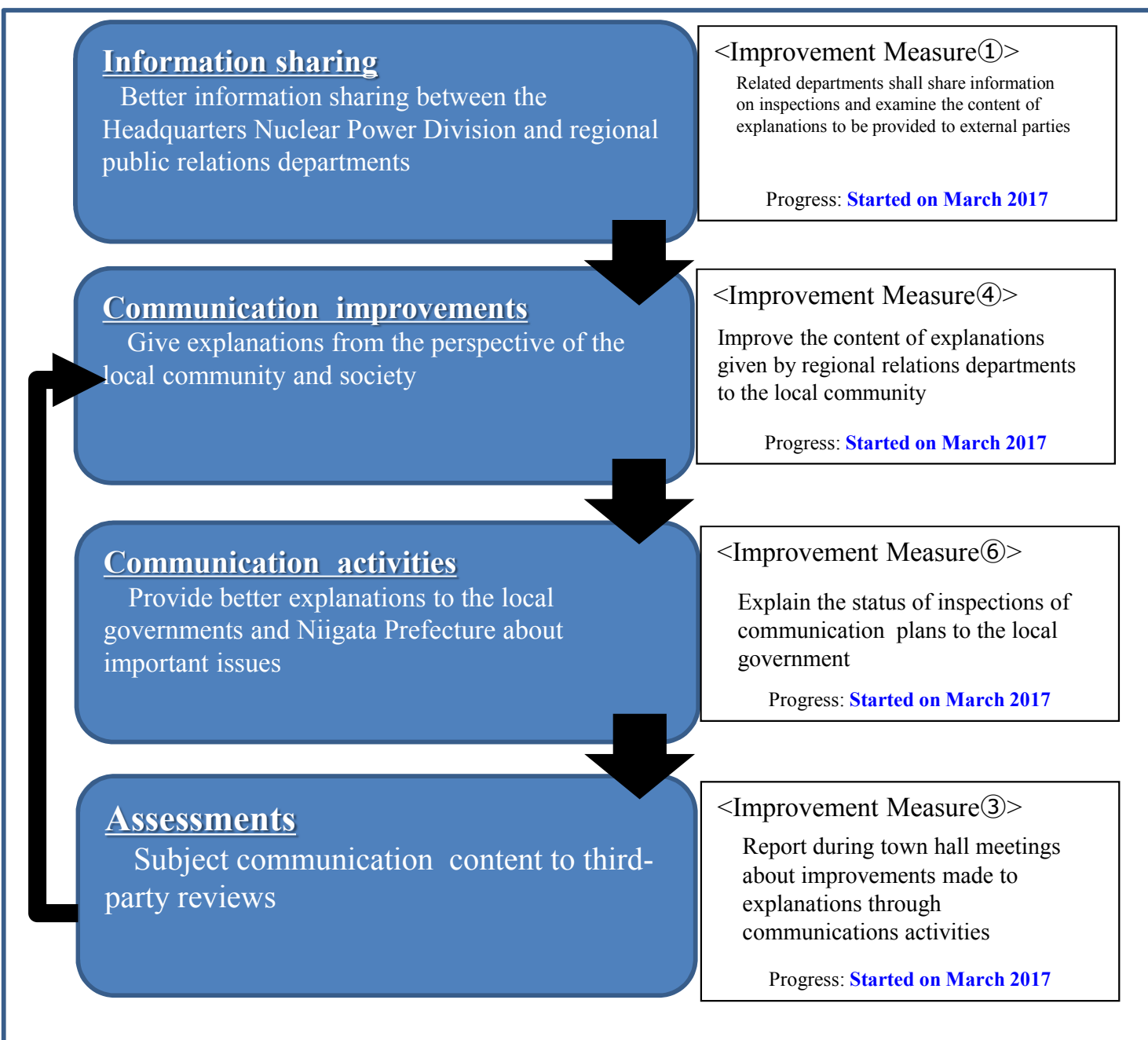
- ③ Report on communications initiatives and gather opinions at town hall meetings (from July 2017)
- ④ Further improve explanations given to the media (from March 2017)
- ⑤ Use examples of past issues at TEPCO related to information disclosure and communication to continually make awareness reforms (from September 2017)

③ Provide sincere and careful information about important issues, such as changes made to safety measures (in addition to ①② above)

- ⑥ Provide better information to Niigata Prefecture, Kashiwazaki City and Kariwa Village (from May 2017)

⇒ **These improvement measures will help us to act more from the perspective of the local community and society as well as continue undying efforts to identify and resolve new issues**

2. Improvement Measure Development/Flow



Awareness Reforms

Continually implement training to develop the ability to sense uneasiness from the residents of Niigata Prefecture about nuclear power and TEPCO

<Improvement Measure②>

Participation by Nuclear Power Division managers in Niigata Headquarter public hearing activities

Progress: **Started on July 2017**

<Improvement Measure⑤>

Use examples of past issues at TEPCO related to information disclosure and communication to continually make awareness reforms

Progress: **Started on September 2017**

<Improvement Measure①>

Related departments shall share information on inspections and examine the content of explanations to be provided to external parties

Progress: **Started on March 2017**

<Improvement Measure④>

Improve the content of explanations given by regional relations departments to the local community

Progress: **Started on March 2017**

<Improvement Measure⑥>

Explain the status of inspections of communication plans to the local government

Progress: **Started on March 2017**

<Improvement Measure③>

Report during town hall meetings about improvements made to explanations through communications activities

Progress: **Started on March 2017**

3. Improvement Initiative Achievements (1/6)

Information Sharing

Improvement Measure

①. The Inspection Policy Review Committee shall share information about important safety measures with communications departments

Period

From March 2017 (Every day in principle)

Achievement

The communications department shall review explanations given to external parties and make revisions if necessary. It shall also determine risks and share information through the Inspection Policy Review Committee, information sharing meetings and opportunities to check the explanations given at inspection meetings and events, and deliberate explanations to be given to external parties (if necessary). (The final decision about whether or not an explanation is required shall be determined through the process outlined in Improvement Measure④)

- Inspection Policy Review Committee Held 113 times
- Inspection Information Sharing Meetings Held 128 times

3. Improvement Initiative Achievements (3/6)



Communication activities

Improvement Measure

⑥. Improve information sharing with Niigata Prefecture, Kashiwazaki City and Kariwa Village, and give suitable reports on the status of inspections

Period

From May 2017 (once a week)

Achievement

Weekly meetings between departments (Niigata Division, KK) that give explanations to the local government are held to share information, identify important issues and deliberate the content of said explanations.

As result of these efforts, we were able to gain the local government’s understanding on the criteria for “deciding when to shut down primary containment vessel venting,” which was an issue brought up during Kashiwazaki-Kariwa Nuclear Power Station Unit 6, 7 new regulatory requirement compliance inspection meetings.

Furthermore, how to develop our public relations units in order to proactively disclose information in a unified manner (creation of a public relations unit) is being discussed/deliberated.

3. Improvement Initiative Achievements (4/6)

Assessments

Improvement Measure

③. Report on communications initiatives at Kashiwazaki-Kariwa at monthly Community Board meetings and gather opinions

Period

From July 2017 (once a month)

Achievement

Communications initiatives at Kashiwazaki-Kariwa have been reported on at monthly Community Board meetings and opinions gathered (July 5, August 2, September 6, October 4, November 1)

[Primary issues reported on]

- Information provided about the seismic resistance of the Kashiwazaki-Kariwa seismic isolation building (Apology run in newspapers and TEPCO newsletter)
- Information provided about TEPCO's opinions on the assessment of volcanic ash and earthquake faults under the Kashiwazaki-Kariwa site ("Kariwa tephra issue") (TEPCO newsletter, TEPCO website)
- Issuing of brochure explaining emergency response training using *manga*
- Issuing of TEPCO newsletter for answering various questions from the local community
- Virtual reality used to explain the various safety equipment at the Kashiwazaki-Kariwa Nuclear Power Station

The members of the Community Board have said good things about these initiatives and we will continue to make improvements based on their opinions



Pamphlet explaining emergency response training in manga



Virtual reality used to explain safety measures

3. Improvement Initiative Achievements (5/6)

Awareness Reforms

Improvement Measure

②. Participation by Nuclear Power Division managers in Niigata Headquarter public hearing activities

Period

From July 2017

Achievement

We are implementing awareness reforms through the following activities to develop the ability to sense uneasiness from the residents of the community about nuclear power and TEPCO (Participation: 40 people/# of people targeted this fiscal year: 42)

*New appointees shall be the subject from next fiscal year onward

- Visits to the homes of residents in Kashiwazaki City and Kariwa Village
- Explanations given to visitors to communication booths

Participants commented that, "hearing the opinions of visitors has enabled me to view issues from the perspective of community and will help when creating documents and giving explanations," and "it made me aware of the importance of coordination between internal engineering departments and public relations departments," thereby showing that the initiative is helping to reform awareness. Preparations are underway to have everyone participate



Home visits



Explanations at communications booths



3. Improvement Initiative Achievements (6/6)

Awareness Reforms

Improvement Measure	⑤. Use examples of past issues at TEPCO related to information disclosure and communication to continually make awareness reforms in the Niigata Headquarters, Kashiwazaki-Kariwa Nuclear Power Station, and the Nuclear Power Division
Period	From September 2017
Achievement	<p>Past issues at TEPCO related to communication and information disclosure, such as the seismic isolation building issue, the drainage channel K issue, and the core meltdown issue, are being used during awareness reform training</p> <ul style="list-style-type: none"> ➤ Kashiwazaki-Kariwa Nuclear Power Station training participants: 1,145/1,225 (total number of employees) ➤ Headquarters training participants: 17/approx. 500 ➤ Niigata Division training participants: To be implemented on November 28, 29, 30, December 1 *For 78 employees in total <p>Participants have realized the importance of sharing information not only between the corporate communications department and engineering, but also between groups, and the importance of ownership thereby leading to awareness reforms. Preparations are underway to enable everyone to undergo training during this fiscal year</p>



Awareness Reforms Training (Kashiwazaki-Kariwa Nuclear Power Station)