

CONTENTS

2-3	About Us and About this Report
4-5	A Word from our CEO
6-7	Stakeholder Engagement
8-9	Challenges and Strategies
44-48	Key Performance and Targets
49	Verification Statement

10-19

Sharing the Same Planet

- Address Climate Change
- Ensure Cleaner Air for All
- Conserve Natural Resources
- Encourage Smart Use of Energy
- Advocate a Green Lifestyle
- Case Story



20-29

Serving Hong Kong

- Provide a Reliable Electricity Supply
- Deliver World-class Customer Service
- Ensure Safety for Customers and the Community
- Care for the Community
- Case Story

30-39

Working with our Partners

- Enhance Employee Relations
- Nurture Talent
- Foster Employee Well-being
- Provide a Safe and Healthy Workplace
- Manage our Supply Chain
- Case Story

40-43

Respecting our Shareholders

- Embrace Accountability and Transparency
- Enhance Shareholder Value



The design for this year's Sustainability Report is based on the concept of preparing the backdrop and scenes for a play or drama on stage. The scene setting requires a plot in mind and careful planning as well as creativity, professionalism and teamwork – the same way HKEI and its stakeholders work together to set the scene for a sustainable future for Hong Kong.

On the pages that follow, you will see our employees in different capacities strive hard to contribute to a greener environment for future generations.

